

# Deploying the Webex App to your Organization

**CISCO** Live !

Shane Long  
Technical Marketing Engineer

# Cisco Webex App

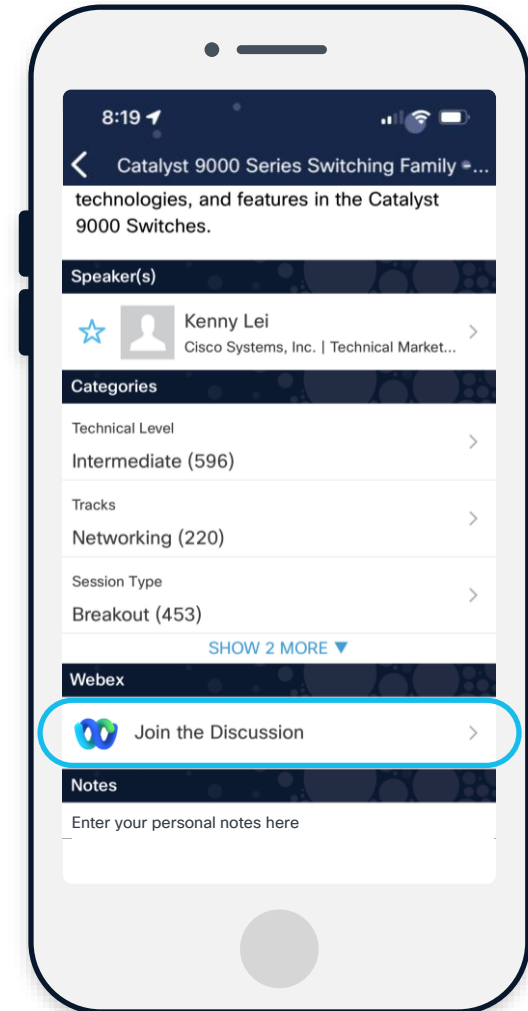
## Questions?

Use Cisco Webex App to chat with the speaker after the session

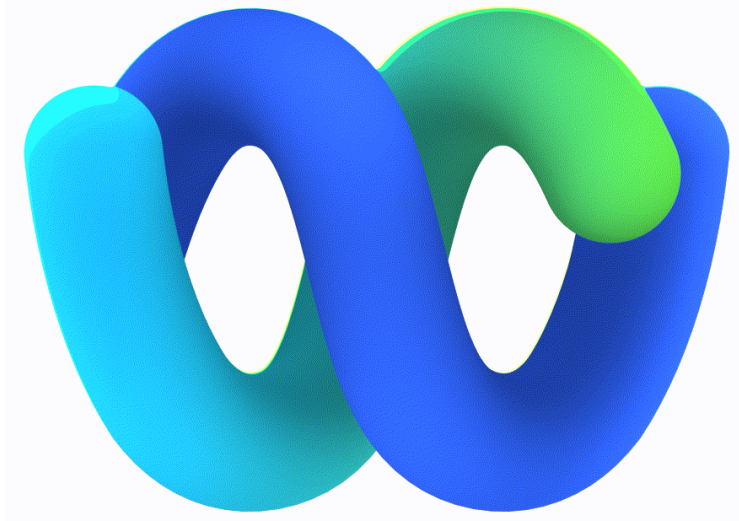
## How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

**Webex spaces will be moderated by the speaker until June 13, 2025.**



# Agenda



- 01 Introduction
- 02 Webex Organization Setup
- 03 Calling
- 04 Cisco AI Assistant
- 05 App Deployment
- 06 Collab Client Strategy

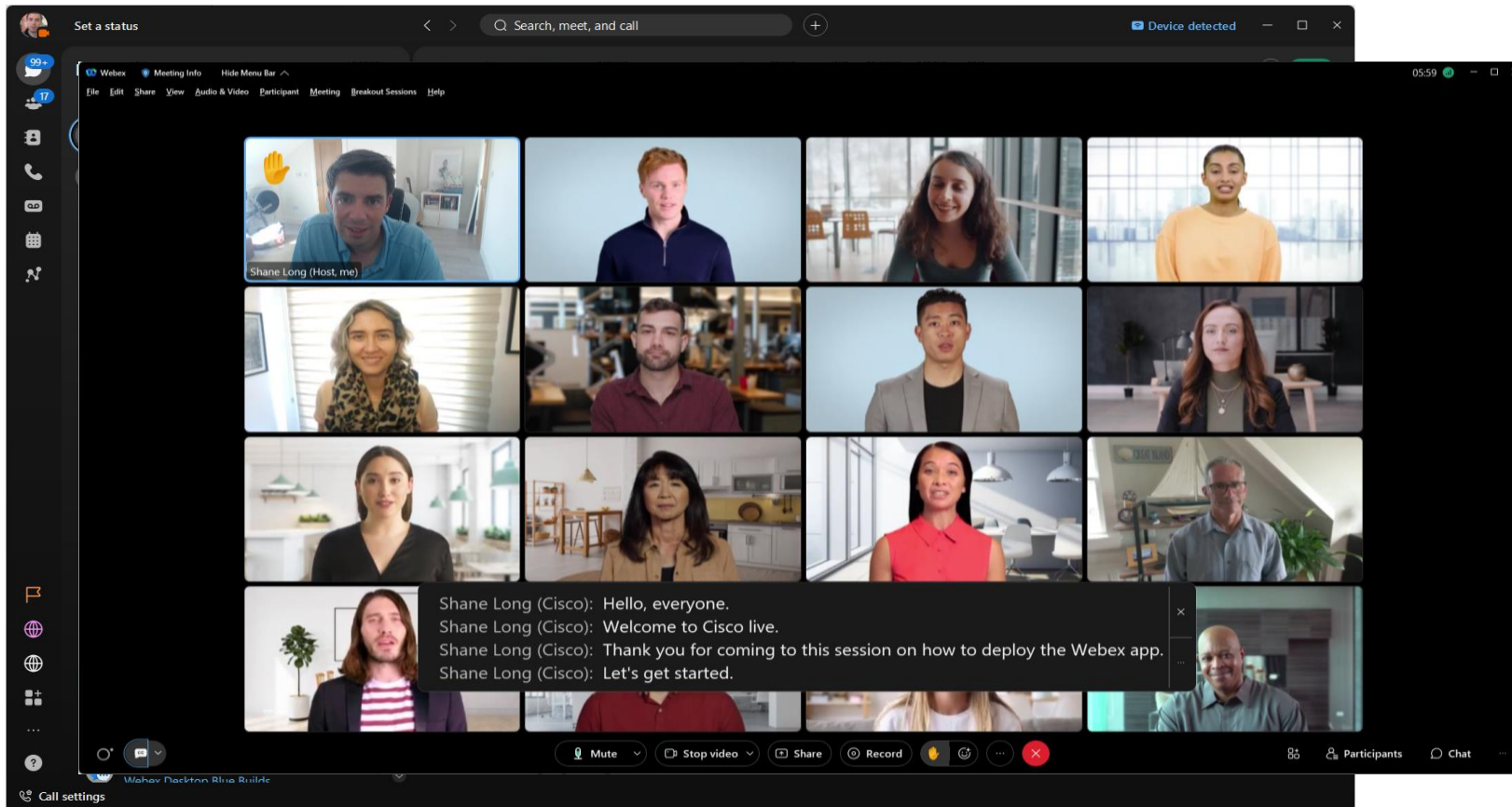
# Safe harbor statement

This presentation contains “forward-looking” statements that involve risks, uncertainties and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, any projections of financial information; any statements about historical results that may suggest trends for our business; any statements of the plans, strategies, and objectives of management for future operations; any statements of expectation or belief regarding future events, technology developments, or enforceability of our intellectual property rights; and any statements of assumptions underlying any of the foregoing.

These statements are based on estimates and information available to us at the time of this presentation and are not guarantees of future performance. Actual results could differ materially from our current expectations as a result of many factors, including but not limited to: the unpredictable nature of our rapidly evolving market and quarterly fluctuations in our business; the effects of competition; and any adverse changes in our indirect channel relationships. These and other risks and uncertainties associated with our business are described in the company’s annual report on Form 10-K. The forward-looking statements in this presentation are made as of the date of the initial publication of this presentation, and we disclaim any obligation to update these statements at any time in the future.

# The Webex App

One easy-to-use and secure app to call, message, meet and get work done.



## Full Webex meetings experience

Webex meetings platform evolution

## Enterprise Grade Calling

Unified CM

Webex Calling Multitenant

## Modern messaging capabilities

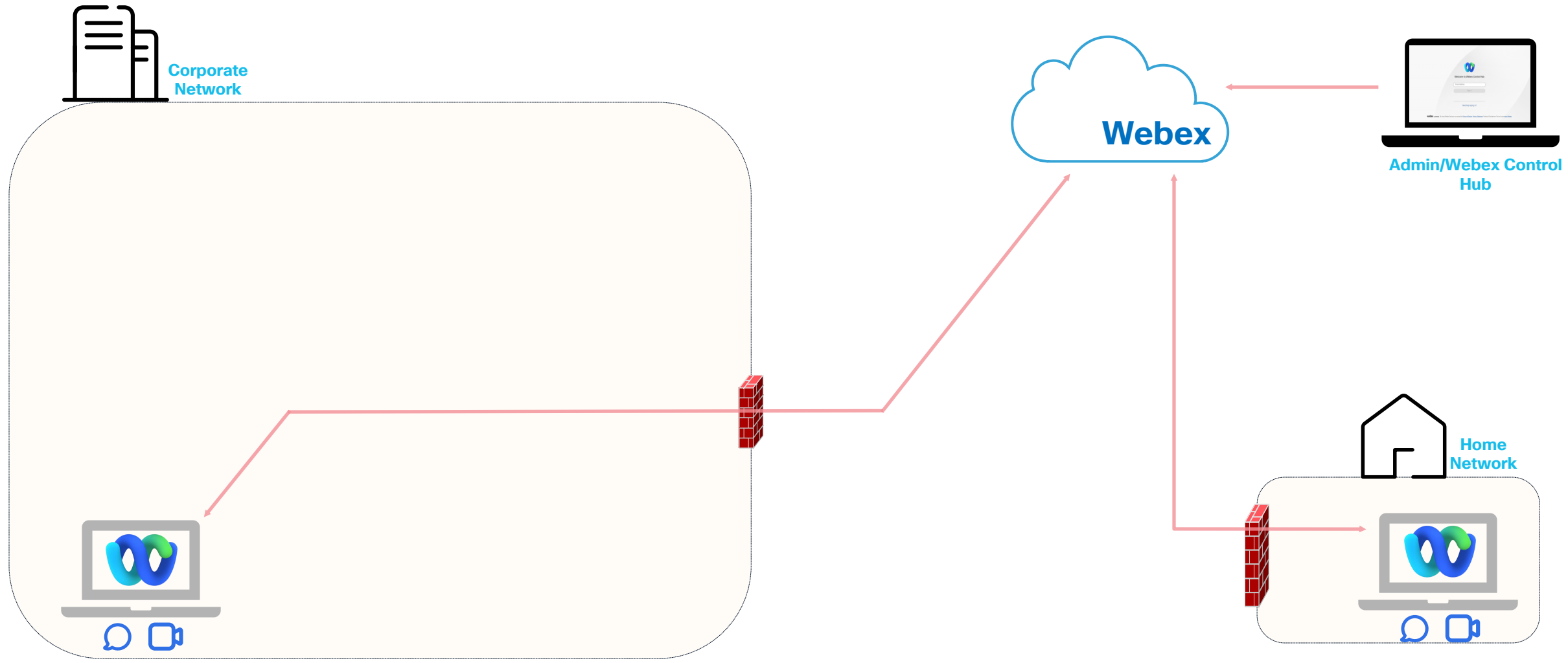
Powerful 1:1 and 1:many messaging and sharing capabilities

## Customizable app experience

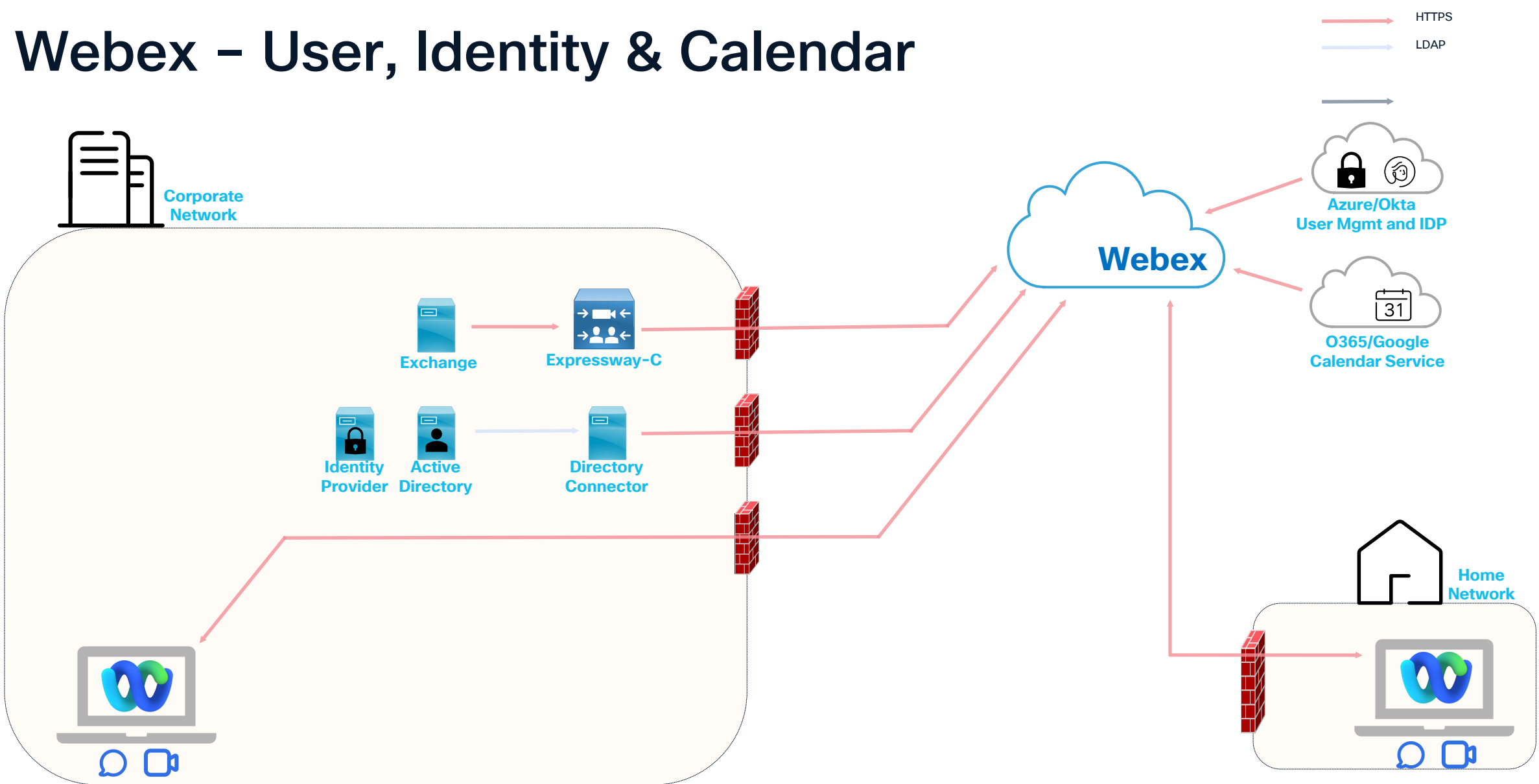
Enable the features and services that you need

# Webex - Basic Architecture

→ HTTPS

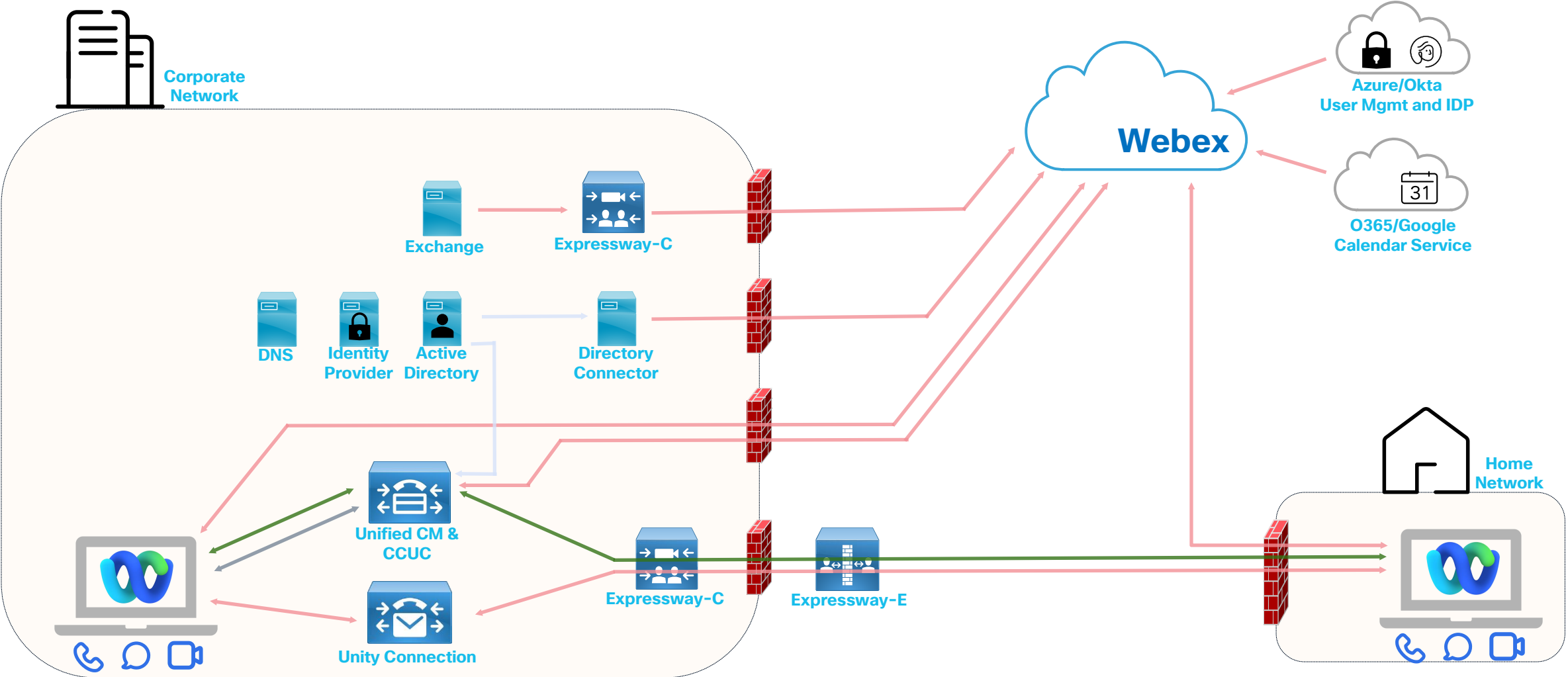


# Webex - User, Identity & Calendar



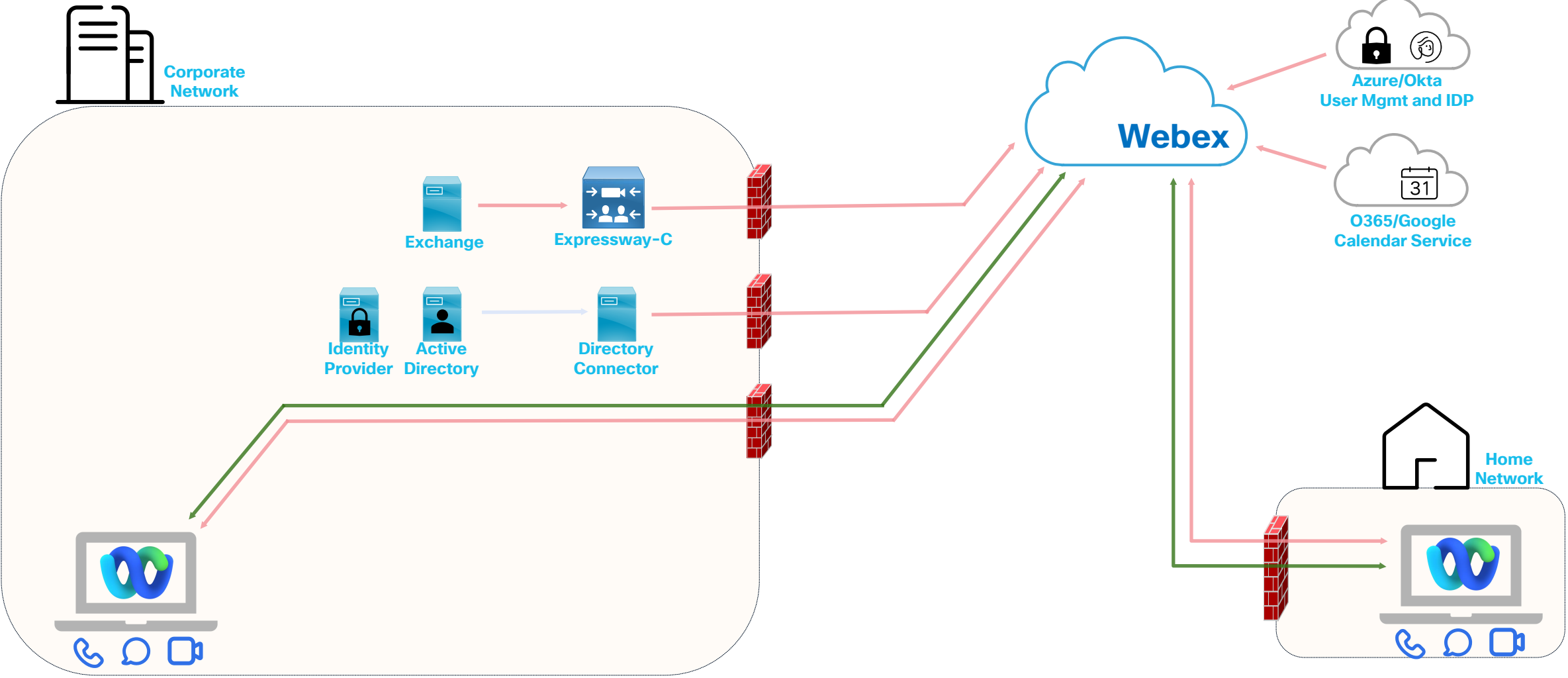
# Webex - Unified CM Calling & CCUC

- HTTPS
- LDAP
- SIP
- CTI



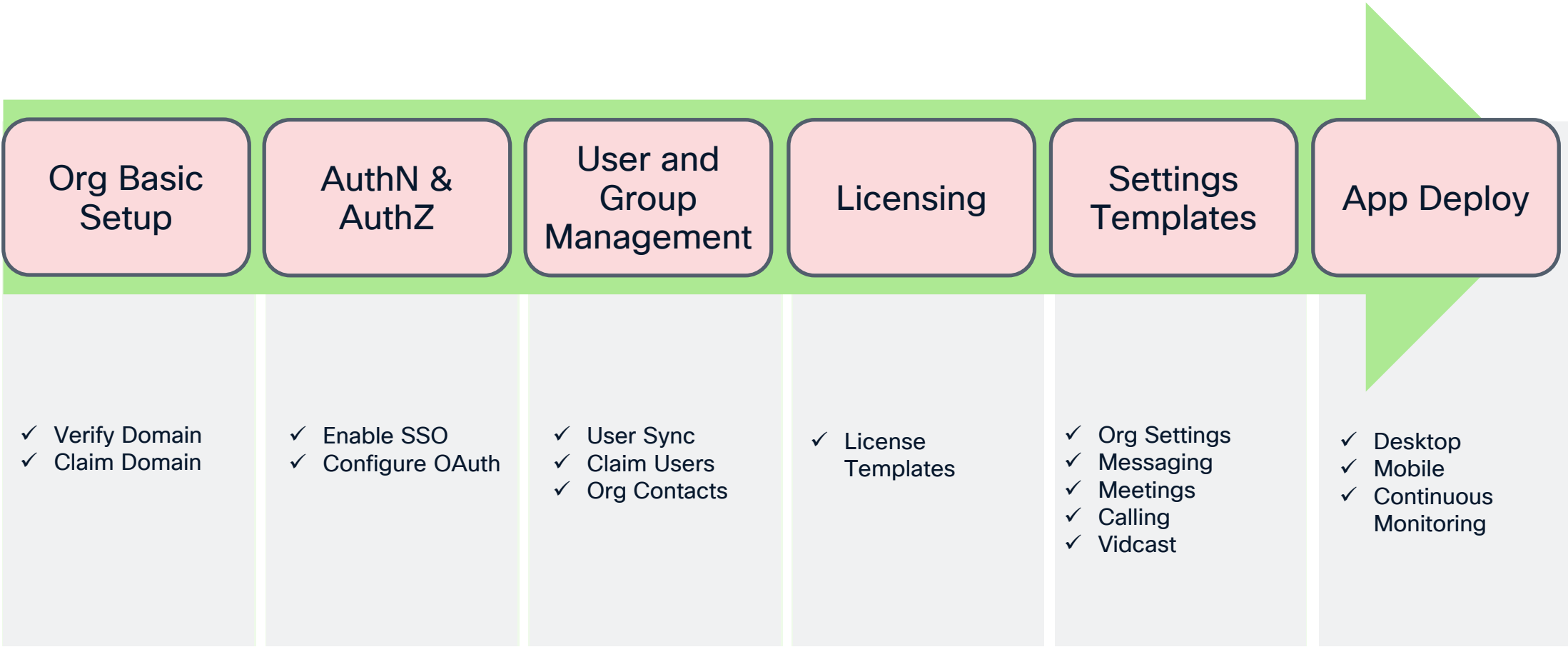
# Webex - Webex Calling Multitenant

- HTTPS
- LDAP
- SIP



# Webex Org and User Identity

# Webex Organization Checklist



# Authentication

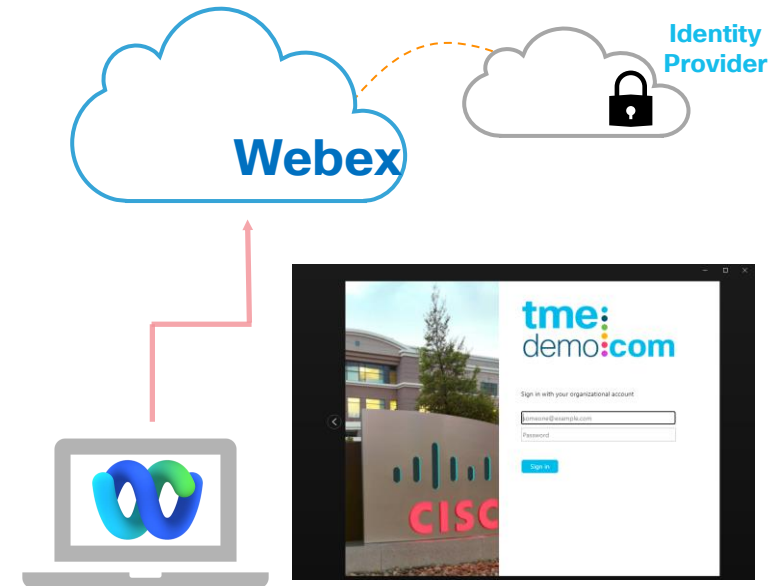
## Basic Authentication

- Email & Webex password
- Duo Integration



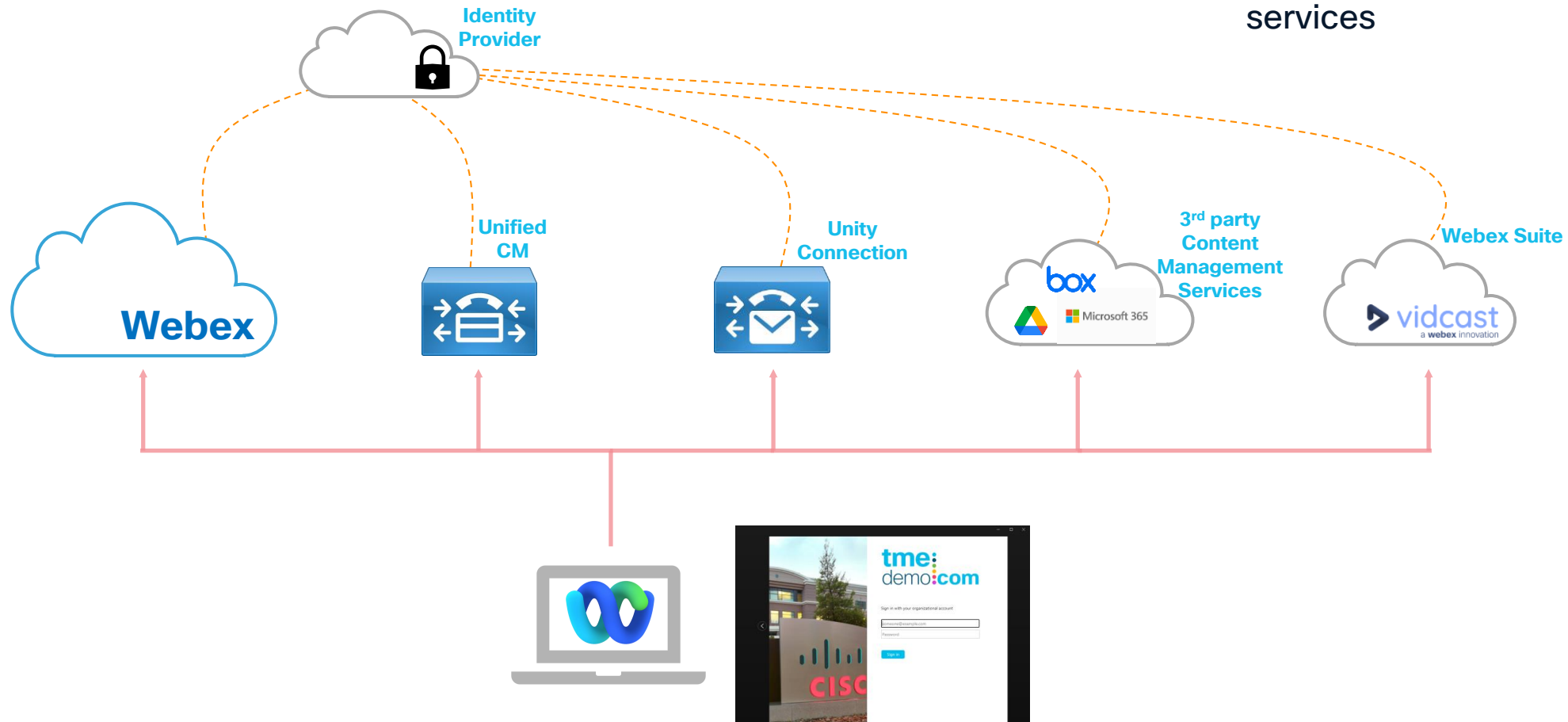
## Single Sign On

- Any auth type supported by the IDP, MFA
- Common user identity across all services/platforms
- **UPDATE** – Support for Multiple IDPs per org (Extended Security Pack is **NOT** required)



# Single Sign On

- SSO allows for a single user authentication, granting access to multiple platforms & services



# Authorization (OAuth)

Client type	Client access	Auto extend refresh token	Refresh token TTL	Max. num of refresh tokens	Access token TTL
IOS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Android	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Windows	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
MAC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Web Client	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)

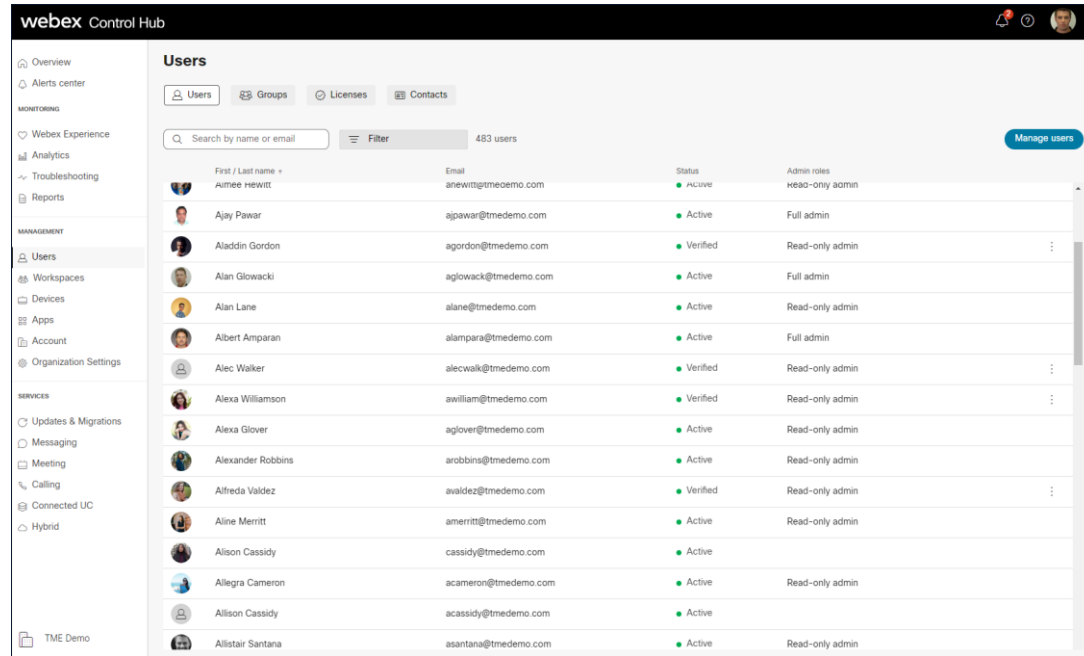
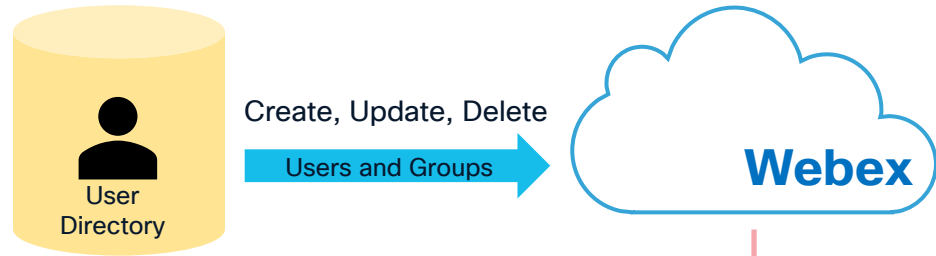
- The Control Hub Admin can define the OAuth settings for the Webex App
  - The **Refresh Token TTL** defines the duration a user can use the app on a device without having to reauthenticate
  - Webex App can **auto extend** its Refresh token each login (achieving a perpetual Refresh token)
- Admin can use this tool to **BLOCK** users from signing into their company managed Webex App on a specific OS

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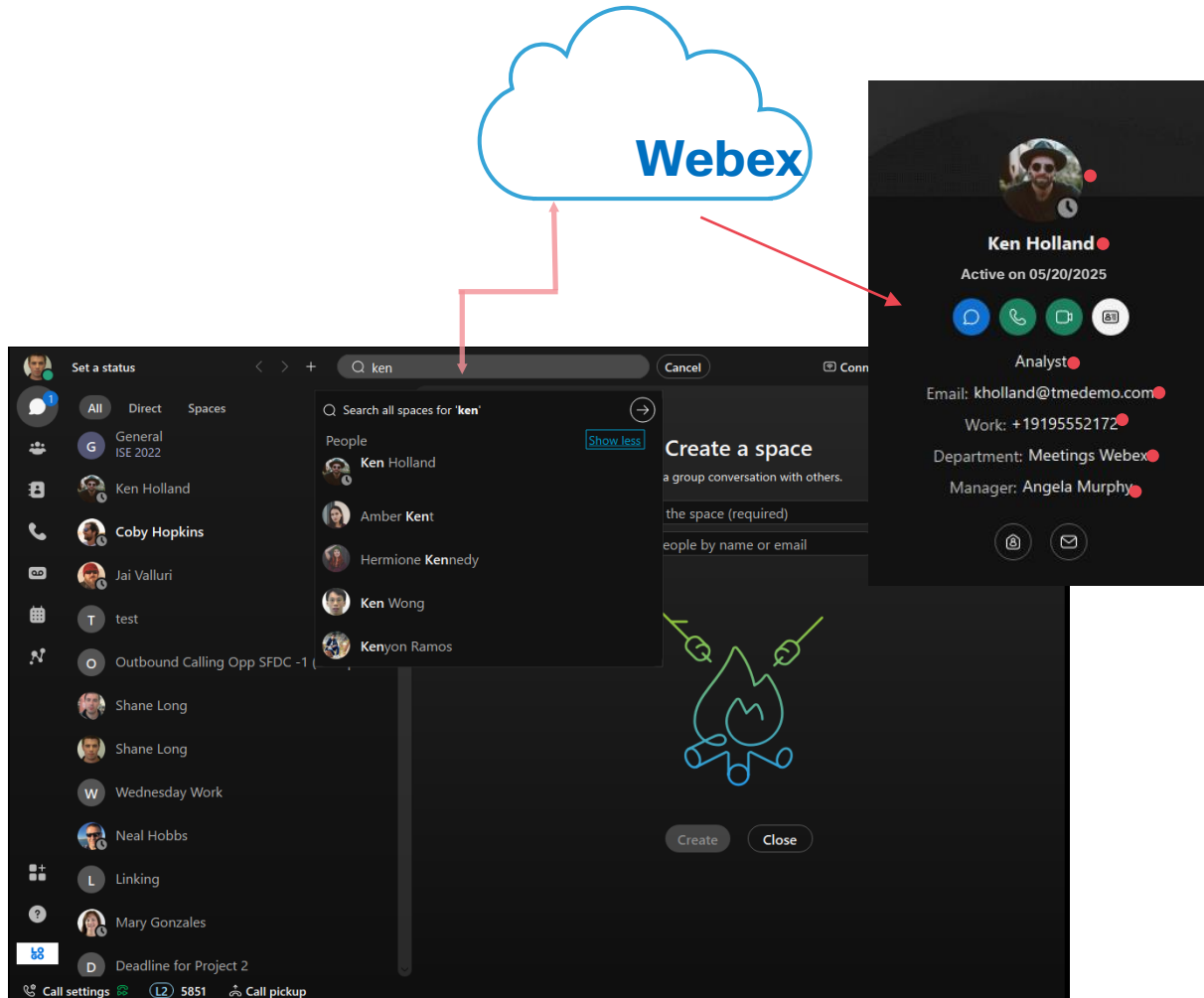
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- Admin can use this tool to **BLOCK** users from signing into their company managed Webex App on a specific OS
- **EXAMPLE:** *“I do not want my users to be able to use the Webex Web App (web.webex.com)”*

# Webex User Provisioning



Webex Attributes	Details
<b>avatar</b>	Image sourced from a resource server or directory binary data
buildingName	
<b>c</b>	
departmentNumber	
<b>displayName</b>	How user name is displayed in Webex
ds-pwp-account-disabled	
employeeNumber	
employeeType	
externalID	Used to specify a users Azure ID
facsimileTelephoneNumber	
givenName	
jabberID	Used for XMPP messaging
l	
locale	
<b>manager</b>	
<b>mobile</b>	
o	
ou	
phoneNumbers;type-work_extension	
physicalDeliveryOfficeName	
postalCode	
preferredLanguage	
sipAddresses;type-enterprise	
sn	
st	
street	
<b>telephoneNumber</b>	Default Work Phone Number
timezone	Appears in People Insights profile
<b>title</b>	
<b>uid</b>	Used to sign into Webex, can be <i>mail</i> or <i>UserPrincipalName</i>

# Webex User Search/Resolution

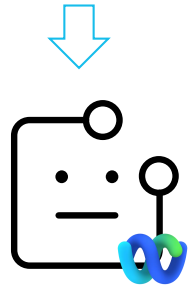
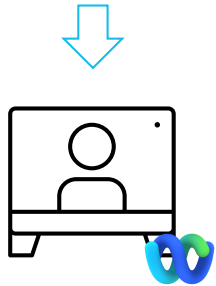
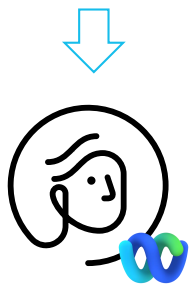
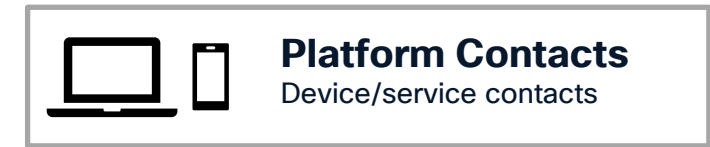


- Webex App will perform directory searches against the Webex Directory Search Service (DSS)
  - User Search
  - User Name Resolution
  - Phone Number Reverse Lookup
  - Avatar Display
  - **NEW:** Phone Number Search
- Ensure all necessary user attributes are synced to Webex via user provisioning process

# Webex User Account Management Solutions

Method	Description
Directory Connector	Automatic method for creating, updating and deactivating user accounts and groups via Active Directory or AD LDS
Microsoft Azure Active Directory Wizard	Automatic method for creating, updating and deactivating user accounts and groups via Microsoft Azure
SCIM	Automatic method for creating, updating and deactivating user accounts via SCIM compliant systems (e.g. Okta)
SAML JIT	Automatic account creation based on SSO login
Self Registration	User can self register to create their Webex account in a claimed org
CUCM User Sync	Create Webex user accounts based on CUCM endusers (via CCUC)
Social Login	Automatic account creation via sign in to third party service for claimed domain (Apple, Google, Facebook, Microsoft)
CSV file	Admin can create and update users by importing a CSV file into Control Hub
API	Admin can create, update delete and list users by using Webex API's
Manual	Admin can use Control Hub to manage user accounts
Meetings Site User Linking	Automatically link Site Admin user accounts to Control Hub

# Webex App Contact Search



## Webex Users

Users that have been provisioned in Webex service

## Devices

Video devices and phones that have been provisioned in Webex service

## Webex Bots

Interactive Chat bots created in Webex

## Personal Contacts

User created and viewable contacts, held in Webex available across clients.

## Org Contacts

Admin created custom contacts, stored in Webex, searchable by all users in the organization  
Add up to 200,000 org contacts per org

## Local Contacts

Platform specific contacts

- IOS/Android contacts
- Outlook contacts
- Mac Contacts
- Device favourites

# Org Contacts

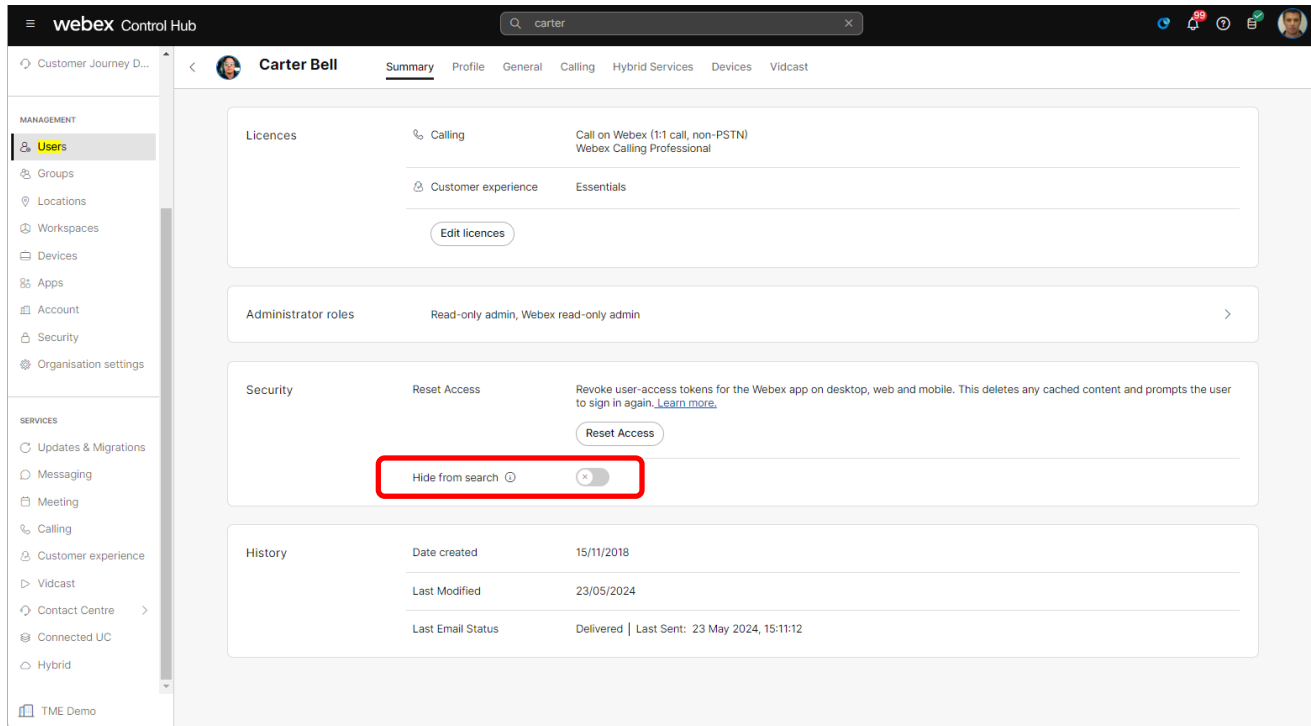
- Org Contacts are contact objects that can be imported into a Webex organization
- Org contacts can have a number of attributes including
  - Display Name
  - First Name, Last Name
  - 5 x Phone Numbers
  - Title, Company, Address
  - Group ID
- Control Hub admin can import Org Contacts via csv file or via /contacts API
- Org Contacts can be searched for discovered by every user in the organization.
  - If a Group ID is specified, only members of that Webex Group can search for and discover that Org Contact
- Personal Contacts can only be discovered by the user who stores the Personal Contact

The screenshot displays the Webex Control Hub interface. On the left is a navigation sidebar with sections for Overview, Alerts Center, MONITORING (Analytics, Troubleshooting, Reports, Customer Journey D...), and MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, TME Demo). The main content area is titled 'Users' and has tabs for Users, Licenses, Contacts, and Admin roles. The 'Contacts' tab is active, showing a search bar, a filter dropdown, and a count of '4 contacts'. A 'Manage contacts' button is in the top right. Below this is a table with columns for Name, Contact, and Source. The table contains four rows of contact data. A context menu is open over the table, showing options: 'Create or edit via CSV' and 'Update Unified CM / LDAP sync settings'. An Excel spreadsheet is overlaid on the bottom right, showing a template for contact data with columns for Display Name, First Name, Last Name, and five Phone Number fields. The spreadsheet is titled 'org-contacts-template' and has a 'SIP URI' column.

Name	Contact	Source
Netherlands Line	N/A	N/A
Rite Aid	3011	N/A
Taxi service	transportation@example.com +1	Webex
Vincent Van Gogh	1.40812E+12 +3	Webex

Display Name	First Name	Last Name	Phone Nur	Phone Nur	Phone Nur	Phone Nur	Phone Nur	Phone Nur	Phone Nur	Contact E	SIP URI
[Required] e.g. Taxi	eg., John	eg., Paul	â€¦	â€¦	â€¦	â€¦	â€¦	â€¦	â€¦	Select one: work, work_extension, mobile, home, other.	e.g. transp.e.g. 440671

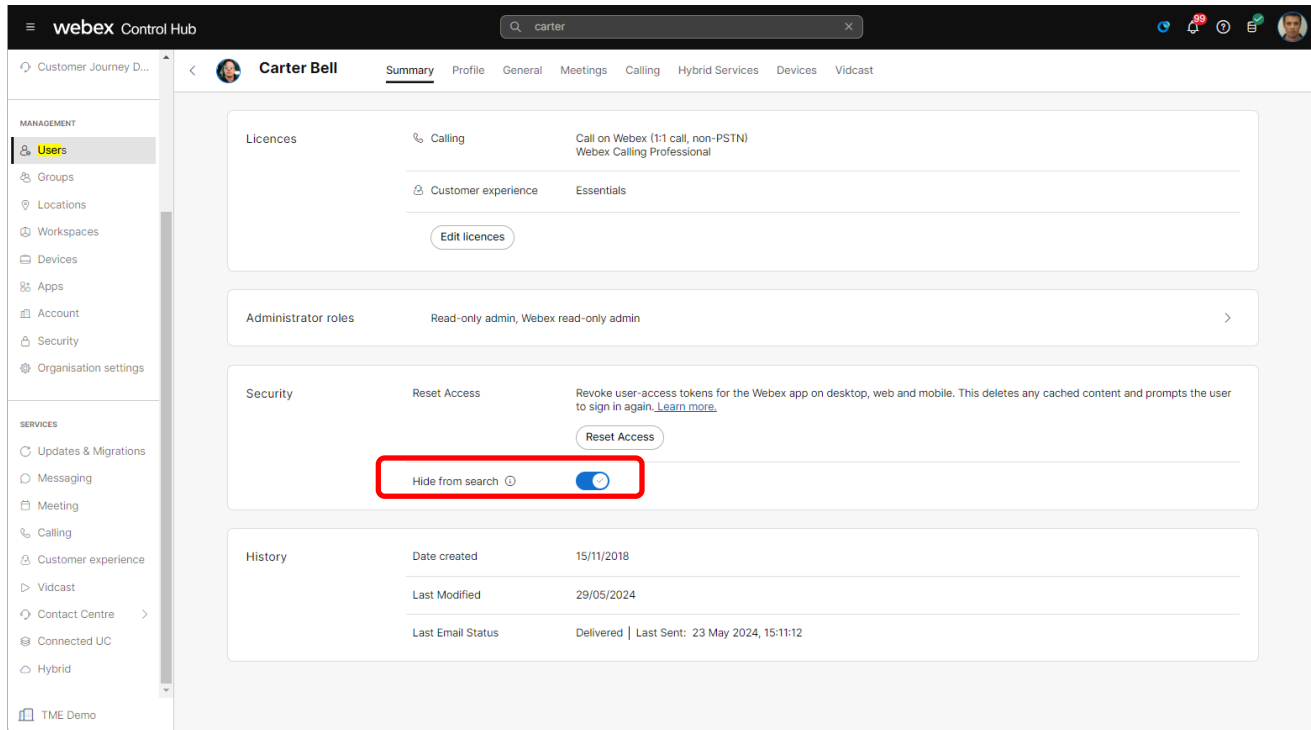
# Hide from Webex App Search



The screenshot shows the Webex Control Hub interface for a user named Carter Bell. The user's profile is displayed with various tabs: Summary, Profile, General, Calling, Hybrid Services, Devices, and Vidcast. The 'Summary' tab is active, showing sections for Licences, Administrator roles, Security, and History. The 'Security' section contains a 'Reset Access' button and a 'Hide from search' toggle switch, which is highlighted with a red box. The toggle switch is currently turned off, indicating that the user is not hidden from search.

- When enabled, the user and their registered devices cannot be searched from the Webex App
- This setting also hides users and devices from search results on Video endpoints
- This does **NOT** make a user uncontactable – you can still call or message the user if you know their details

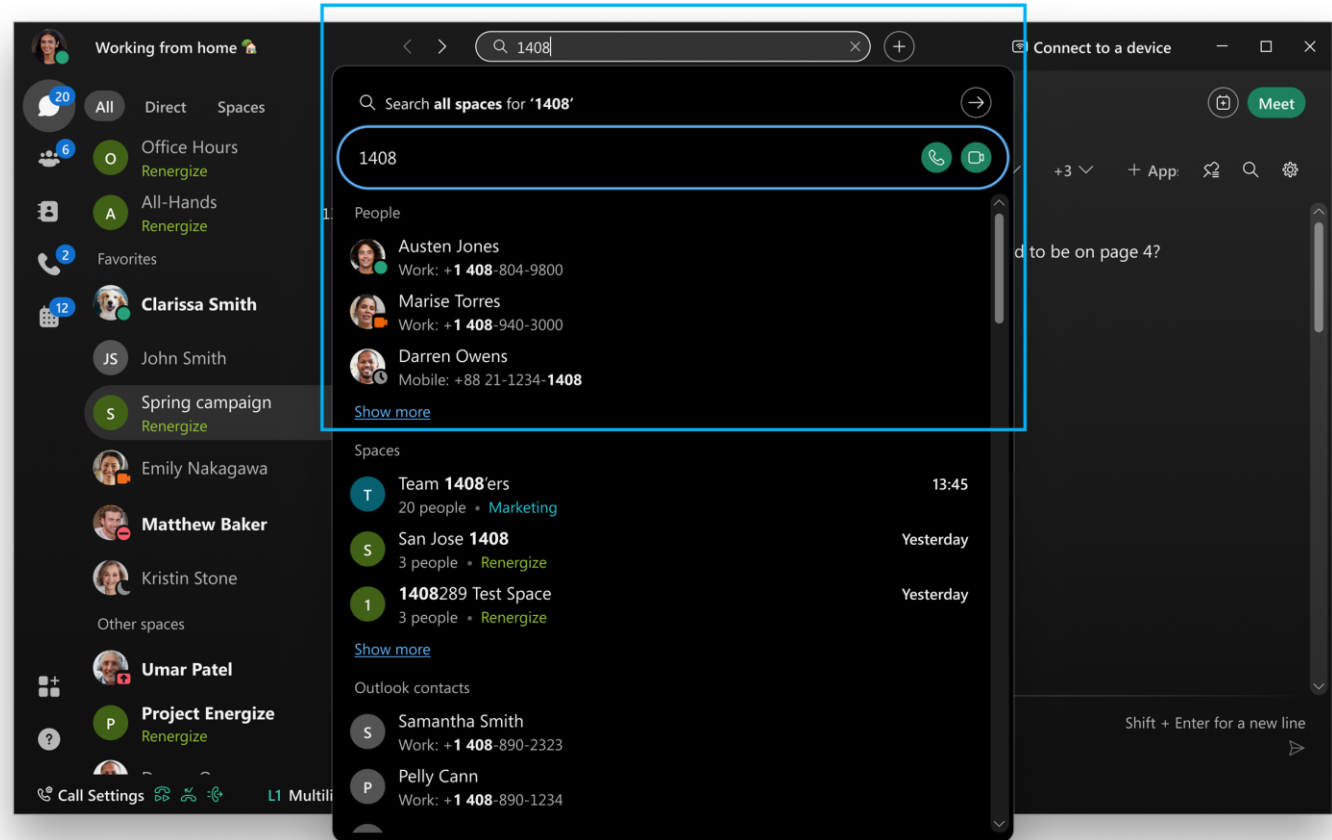
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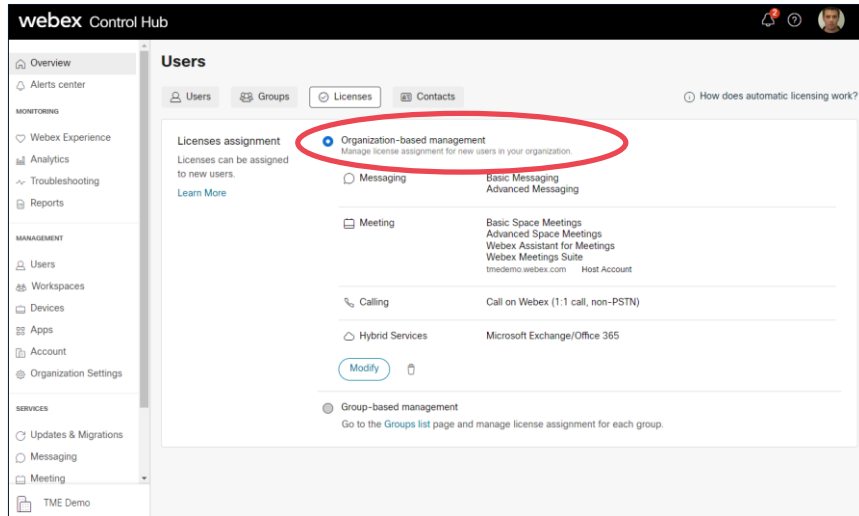
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- This setting also hides users and devices from search results on Video endpoints
- This does NOT make a user uncontactable – you can still call or message the user if you know their details
- **EXAMPLE:** *“I do not want my CEO to be searchable from the Webex App”*

# Search by Phone Number

- Up until now, users could perform a forward directory lookup in the Webex App. E.g. search query which would search for users WebexID, Firstname and Lastname
- Search by Phone Number allows users to search by a phone number in the global search bar, dial pad, Calling Dock and transfer/conference dialog.
- Search will perform "start with" and "ends with" search on the phone number fields of the organization users, org/personal contacts and local device contacts.
- Delivered in 45.4



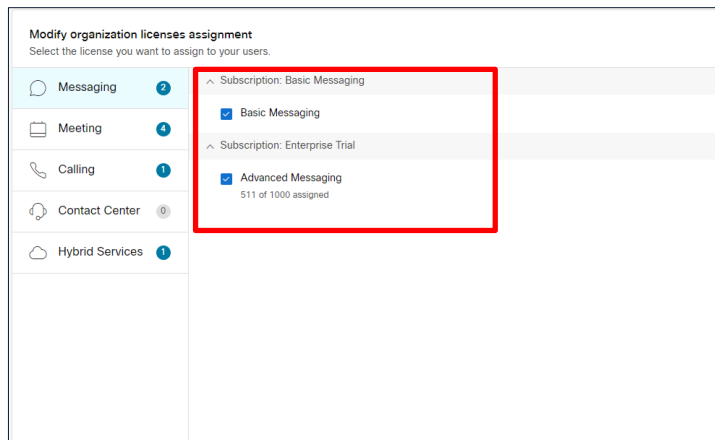
# License Template



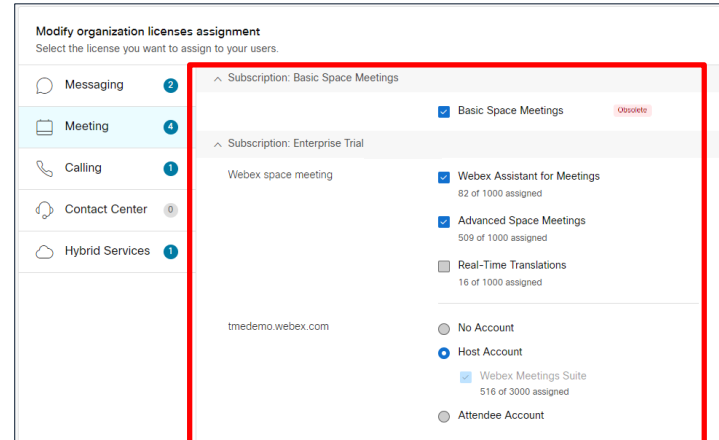
License Templates allow for configuring of a common licensing model per

- Organization
- Group
- User

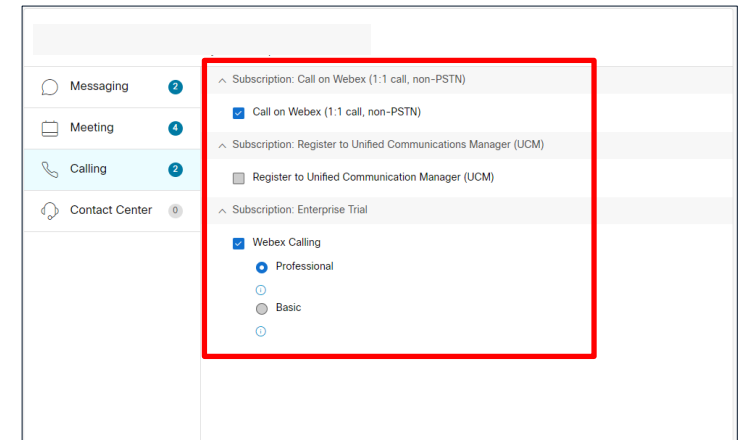
## MESSAGING



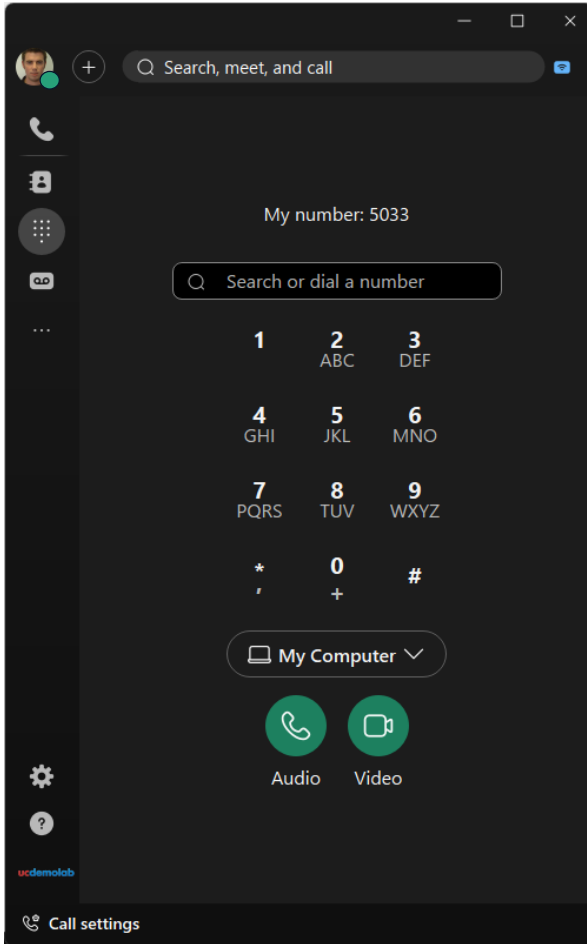
## MEETINGS



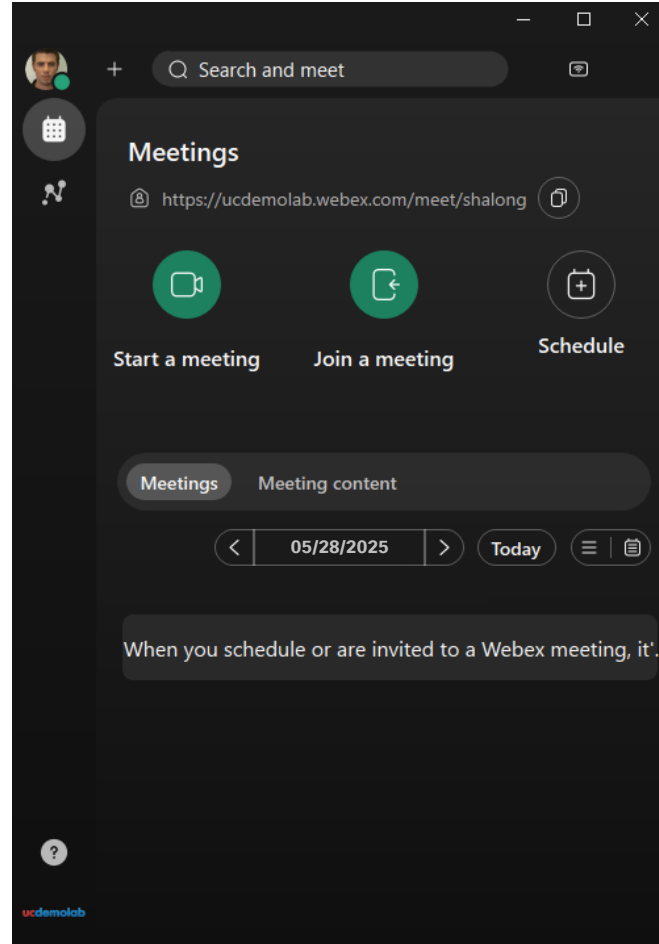
## CALLING



# Service Entitlement



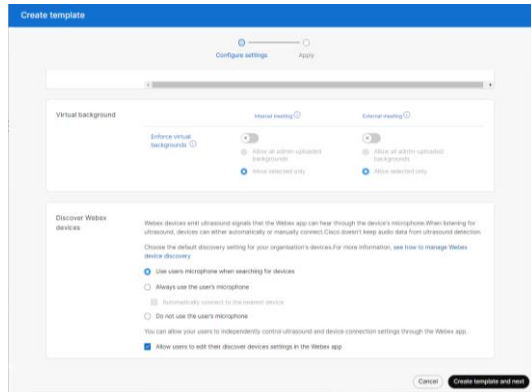
Calling Only Mode



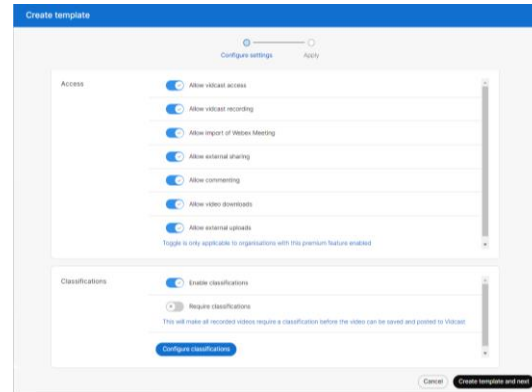
Meetings Only Mode

- Services can be selected as needed in the license template
- Permutations of Calling, Messaging and Meetings can be configured

# Settings Templates



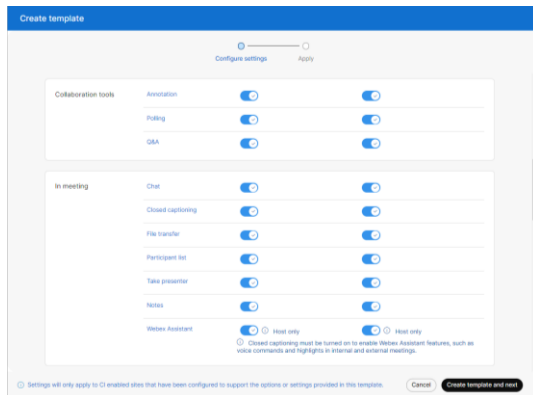
General Template



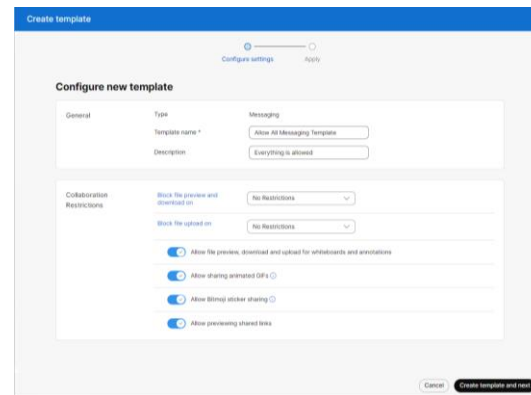
Vidcast Template

Create a Settings Template to control specific settings for

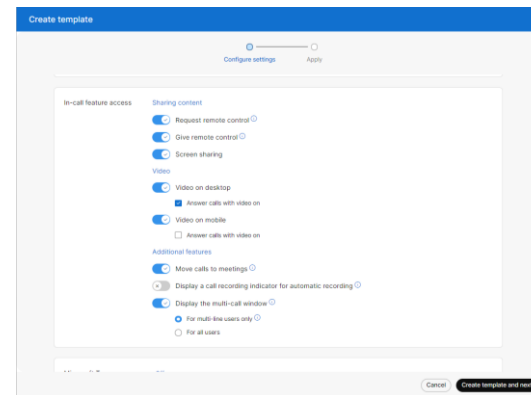
- General (Organisation Settings)
- Vidcast
- Meetings
- Messaging
- Calling



Meetings Template



Messaging Template

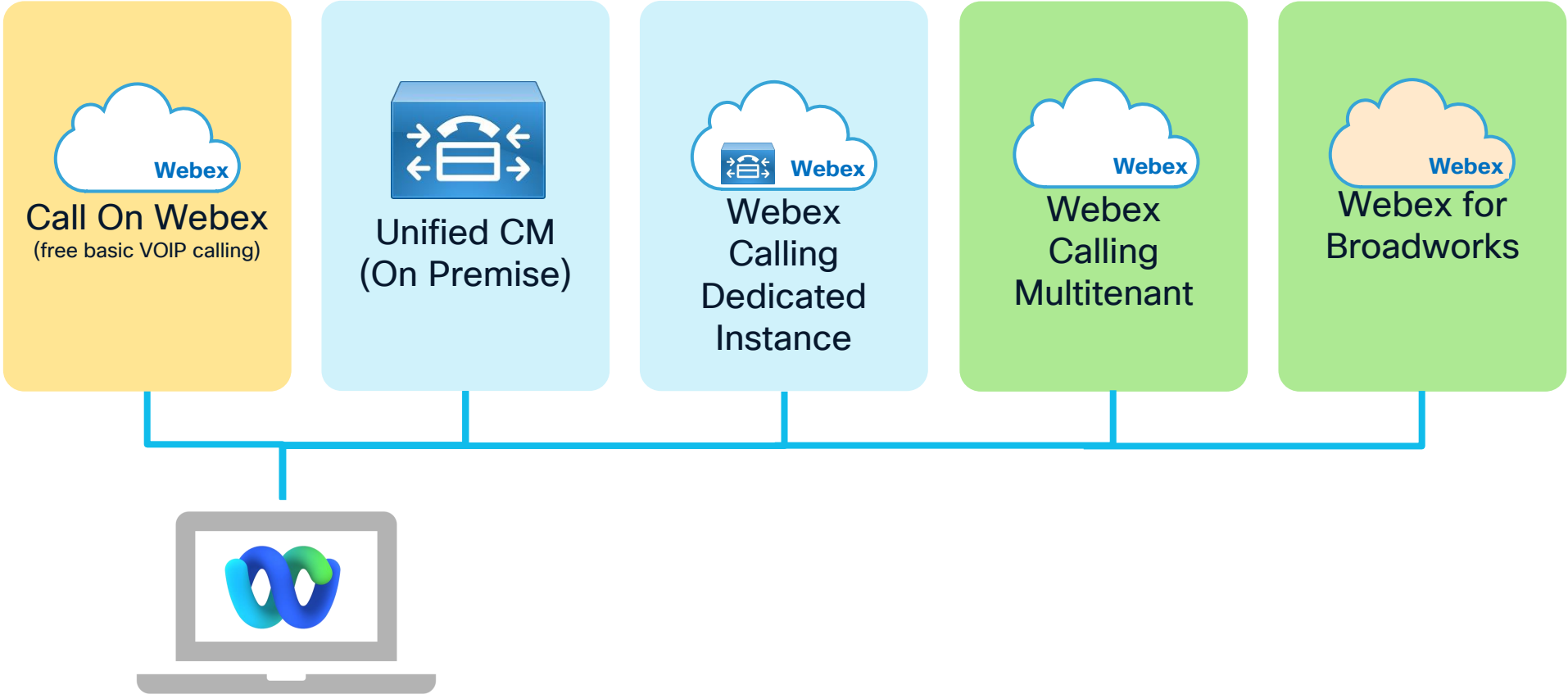


Calling Template

Templates can be applied to **groups** so streamline configuration

# Calling

# Webex App Calling



Webex App provides flexible calling deployment models to meet your organizations needs

# Webex App Calling

Modify licence assignment

### Modify organisation licences assignment

Select the licence you want to assign to your users.

- Messaging 2
- Meeting 3
- Calling 2**
- Hybrid Services 0

Subscription: Call on Webex (1:1 call, non-PSTN)

- Call on Webex (1:1 call, non-PSTN)

Subscription: Register to Unified Communications Manager (UCM)

- Register to Unified Communication Manager (UCM)

Subscription: Enterprise

- Webex Calling ⓘ
- Professional

Apply scope

- Future users
- Existing users

Cancel Save

Calling experience is defined via user licensing

## Call on Webex

- Basic and free 1:1 in-app calling service
- On by default

## Register to Unified Communication Manager

- Unified CM on-premise
- Webex Calling Dedicated Instance

## Webex Calling

- Webex Calling Multitenant

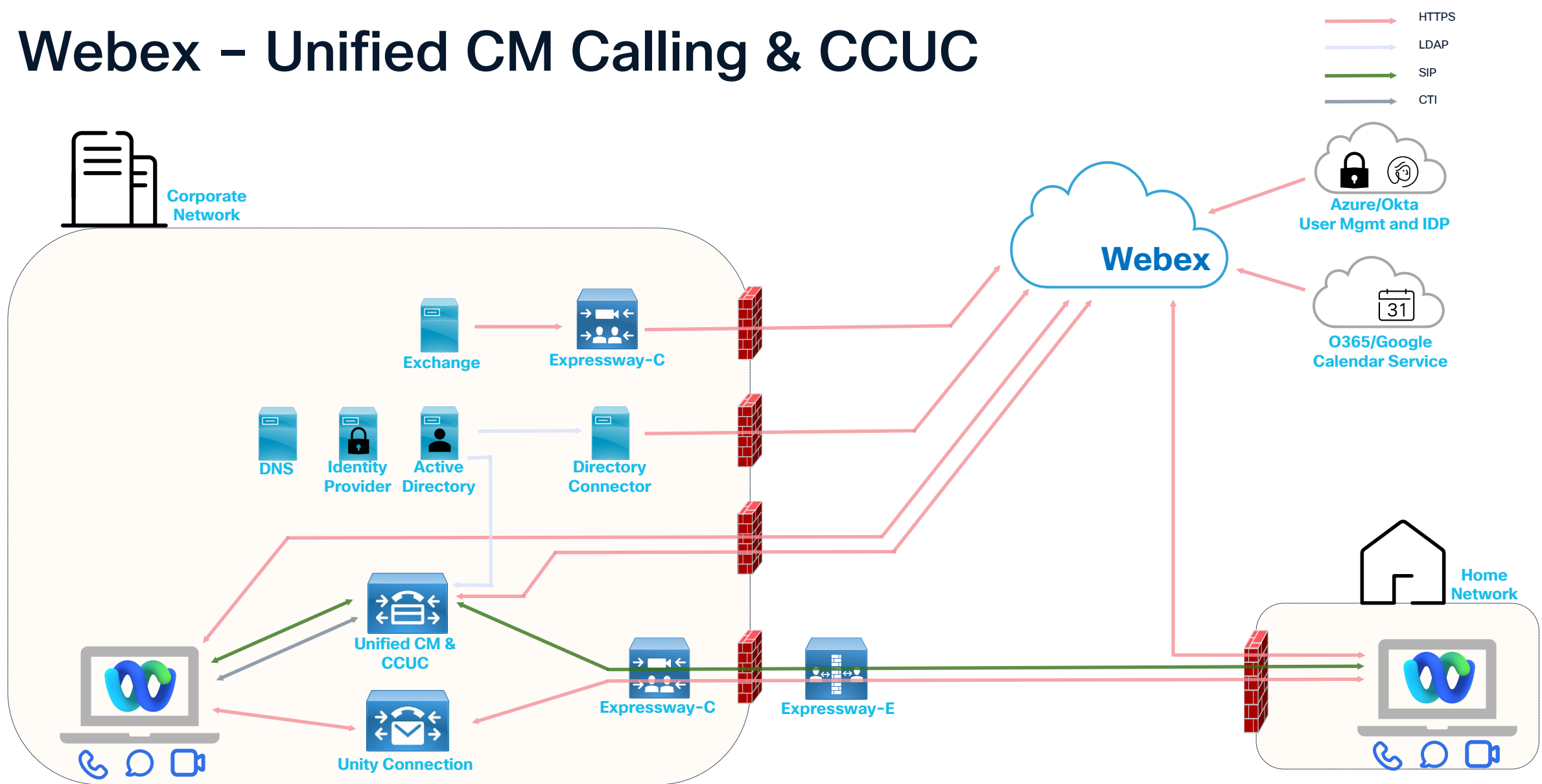
Webex for Broadworks is managed by your Service Provider

# Webex Calling Multitenant

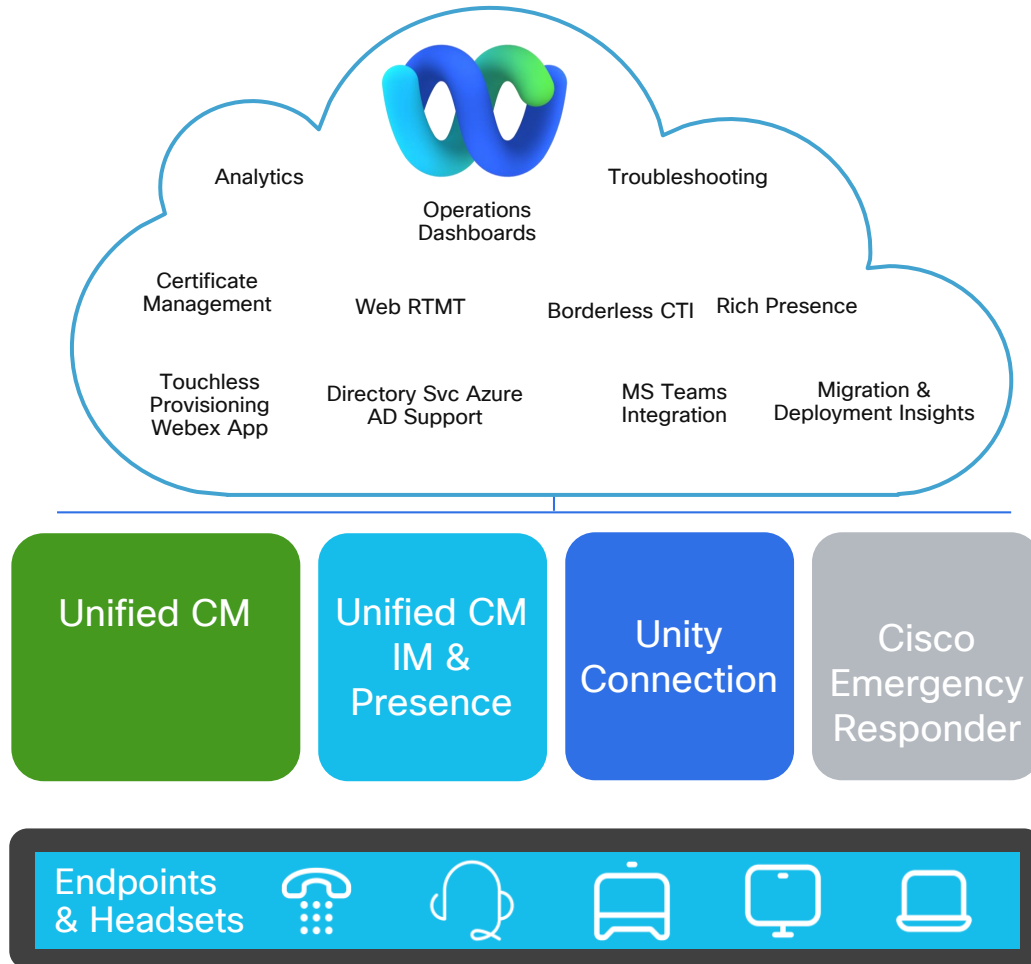
## Recommended Sessions

Session ID	Title	When
BRKCOL-2043	Mastering Webex Calling: Everything You Need to Know	If you missed it see it on <a href="https://ciscolive.com">ciscolive.com</a>
BRKCOL-2787	Planning and Designing Successful Cloud Calling Deployments with Webex Calling	If you missed it see it on <a href="https://ciscolive.com">ciscolive.com</a>
BRKCOL-2698	Webex Calling Multi-Tenant Architecture	If you missed it see it on <a href="https://ciscolive.com">ciscolive.com</a>
BRKCOL-2081	Understanding the Core Webex Calling Multi-Tenant Features	If you missed it see it on <a href="https://ciscolive.com">ciscolive.com</a>
BRKCOL-2079	Leveraging Tools to Successfully Migrate from UCM to Webex Calling Multi-Tenant	Thursday 8.30am
BRKCOL-2084	Getting the best out of Webex Calling ... when migrating from Unified Communications Manager	Thursday 1.00pm

# Webex - Unified CM Calling & CCUC



# Cloud-Connected UC (CCUC)



## Provisioning

- User Provisioning
- Unified CM Device Provisioning

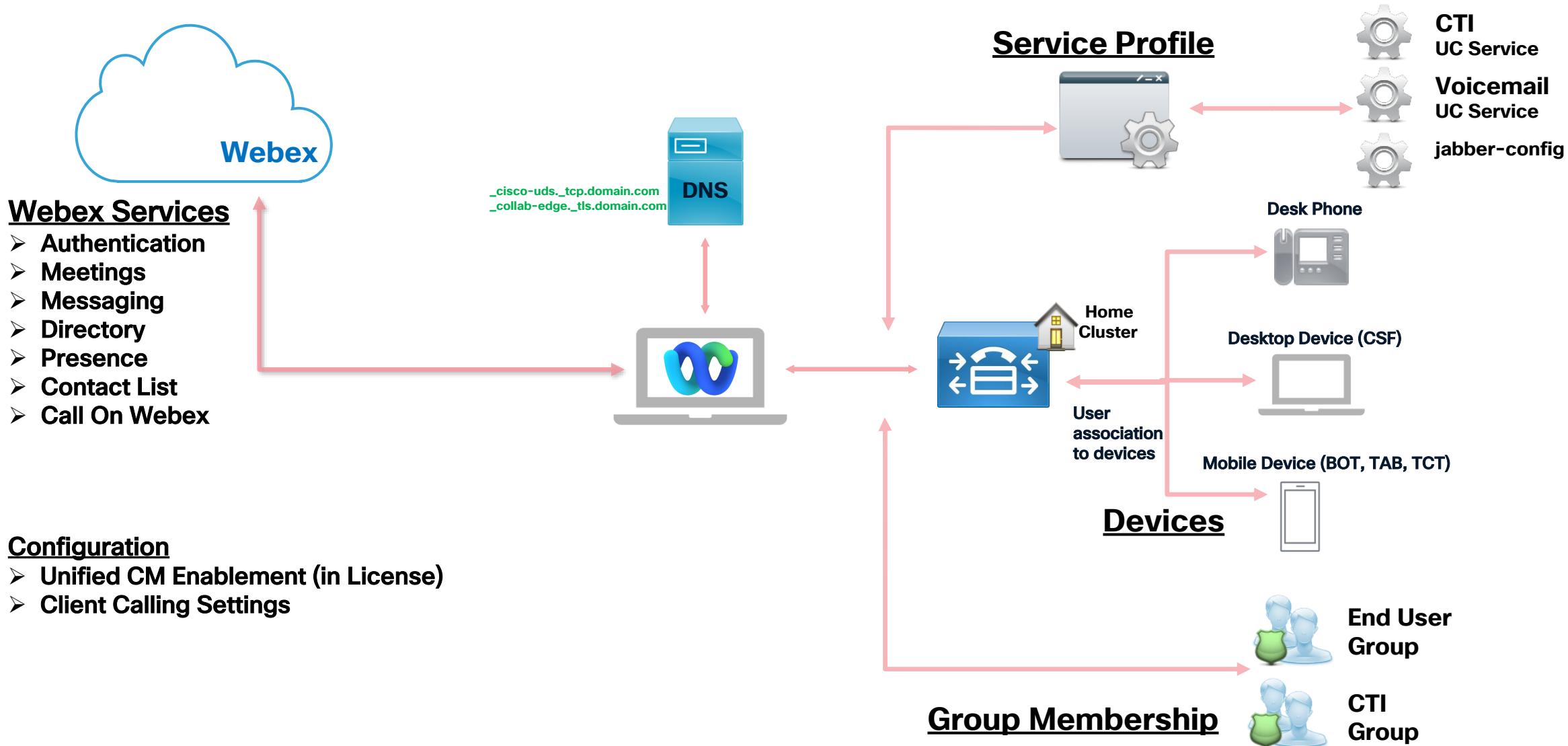
## Calling Features

- Phone Presence for Webex App
- Borderless CTI
- Centralized Call History

## Microsoft Teams Integration

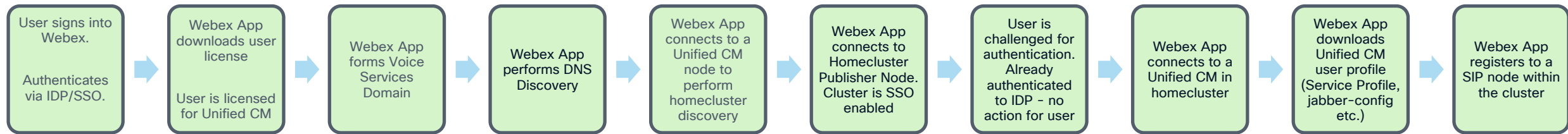
- Call History
- Voicemail (Unity Connection)
- Presence Sync - Webex <-> Microsoft

# Unified CM Calling Architecture



# Unified CM Calling First Time Sign In

- Unified CM On-Premise and Webex Calling Dedicated Instance



cbell@tmedemo.com

tmedemo.com

## Voice Services Domain

RHS of email address entered in the Webex App first screen or domain name specified by admin in Control Hub

## DNS Discovery

Webex App sends 2 DNS SRV queries to locate Unified CM or Expressway-E

[\\_cisco-uds.\\_tcp.tmedemo.com](https://_cisco-uds._tcp.tmedemo.com)

[\\_collab-edge.\\_tls.tmedemo.com](https://_collab-edge._tls.tmedemo.com)

## Homecluster Discovery

Process to find the users cluster in a multi cluster Unified CM deployment. Webex sends 2 queries to Unified CM using the email address the user entered in the Webex App first screen e.g. cbell@tmedemo.com

<https://ucmFQDN:8443/cucm-uds/clusterUser?username=cbell>

<https://ucmFQDN:8443/cucm-uds/clusterUser?email=cbell@tmedemo.com>

# Homecluster Discovery

Ensure there is an attribute match

The screenshot shows the Webex Control Hub interface. At the top, there's a search bar with 'carter' entered. Below it, a navigation sidebar on the left lists various options like Overview, Alerts centre, and MONITORING. The main content area displays the user profile for 'Carter Bell', who is 'Active'. The email address 'cbell@tmedemo.com' is highlighted with a red box. Below the profile, there are tabs for Summary, Profile, General, Meetings, Calling, Messaging, Hybrid Services, and Devices. The 'Summary' tab is active, showing a table of user details.

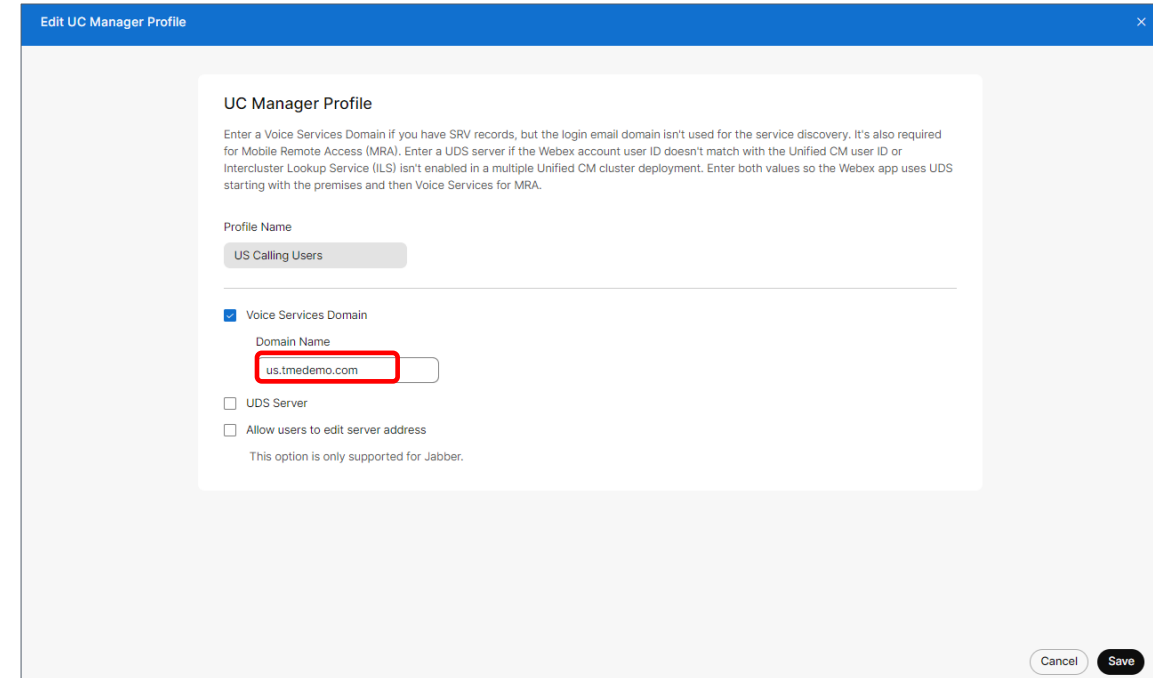
User details	
Name	Carter Bell
Primary email	cbell@tmedemo.com
Location	TME Demo
Preferred email language	English - American English
Preferred meetings site	tmedemo.webex.com
Name labels	Status: Enrolled   Organisation

The screenshot shows the Cisco Unified CM Administration interface. At the top, there's a navigation bar with 'Cisco Unified CM Administration' and 'For Cisco Unified Communications Solutions'. Below it, there are several dropdown menus for System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Administration. The main content area is titled 'End User Configuration' and has buttons for Save, Delete, Add New, and Revoke Refresh Token. Below this, there's a 'Status' section showing 'Status: Ready'. The 'User Information' section contains various fields for user details. The 'Mail ID' field is highlighted with a red box.

User Information	
User Status	Active Enabled LDAP Synchronized User
User ID*	cbell
Self-Service User ID	1170
PIN	.....
Confirm PIN	.....
Last name*	Bell
Middle name	
First name	Carter
Display name	Carter Bell
Title	Support Representative
Directory URI	cbell@tmedemo.com
Telephone Number	+14085551170
Home Number	
Mobile Number	
Pager Number	
Mail ID	cbell@tmedemo.com
Manager User ID	dirwin
Department	Meetings Webex
User Locale	< None >

# Voice Services Domain

- Voice Services Domain can be specified in situations where the email domain does **not** match the domain where `_cisco-uds` or `_collab-edge` SRV records are located
- Voice Service Domain is created inside a UC Manager Profile – multiple UC Manager profiles can be created
- UDS Server setting is where the Unified CM FQDN is specified manually (bypassing service discovery). This can be used in situations where the email does not match the Unified CM UID nor mail attributes. NOTE – a Voice Services Domain specified via email or UC Manager Profile is required for MRA



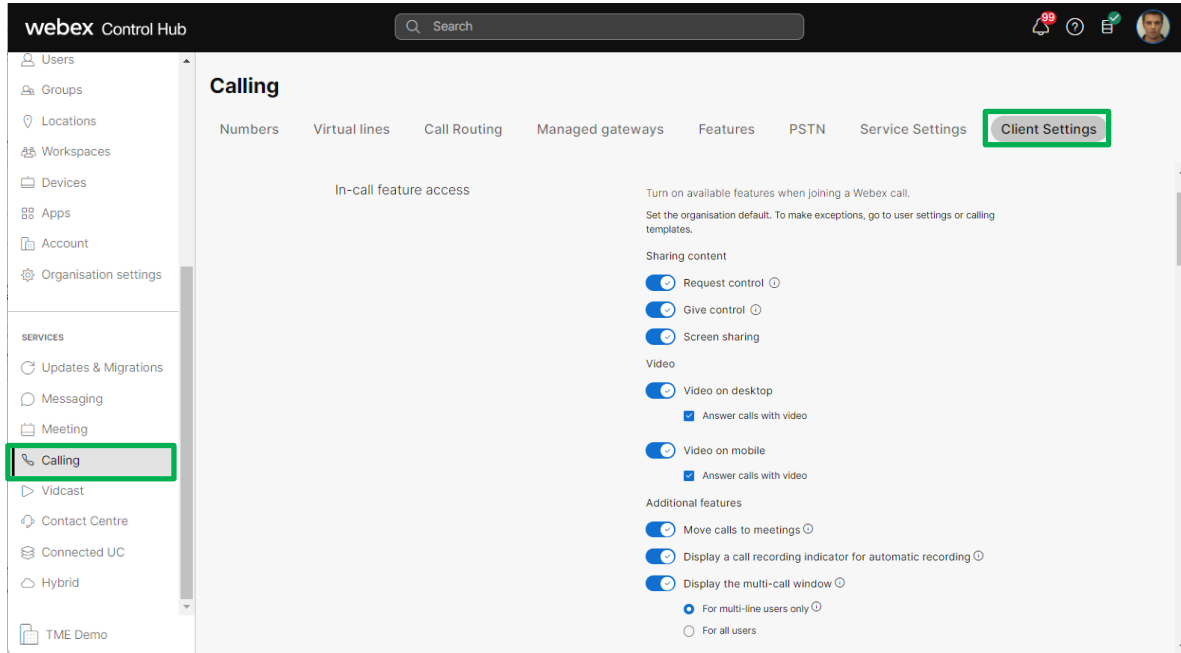
The screenshot shows the 'Edit UC Manager Profile' window. The 'UC Manager Profile' section is active, displaying the following configuration:

- Profile Name:** US Calling Users
- Voice Services Domain**
  - Domain Name:** us.tmedemo.com (highlighted with a red box)
- UDS Server**
- Allow users to edit server address**  
This option is only supported for Jabber.

Buttons for 'Cancel' and 'Save' are visible at the bottom right.

`_cisco-uds._tcp.us.tmedemo.com`  
`_collab-edge._tls.us.tmedemo.com`

# Unified CM Calling Configuration



## **Remember**

You can use templates to manage Client Settings for different groups of users

## Call Settings

- Control how calling options are displayed when a user selects to make an audio or video call. Remove a calling option that you do not want to present to your users (e.g. Call on Webex)

## Calling Behavior

- Manage UC Profiles to configure a Voice Services Domain

## Unified CM Settings

- Option to disable Webex App certificate validation
- Enable automatic Unified CM device provisioning (via CCUC)

## Unified CM SIP Address Routing

- Control how SIP URI calls are routed

## In-call feature access

- Control mid call settings

## Microsoft Teams integration

- Configure MS Teams integration features such as presence interop (via CCUC)

## Do Not Disturb (DND) status sync

- Enable/Disable synchronization between deskphone and Webex App DND (via CCUC)

# Unified CM Calling Configuration

## User

The user will use their email address or UPN to sign into Webex App. Webex App will use this address to locate user in Unified CM

e.g. sign into Webex App with [chopkins@tmedemo.com](mailto:chopkins@tmedemo.com)

Unified CM user account must have one of the following attributes matched

**User ID:** chopkins

**Mail ID:** chopkins@tmedemo.com

## Service Profile

### Voicemail

Voicemail Profile	
Primary	ucxn-pub.tmedemo.com
Secondary	ucxn-sub.tmedemo.com
Tertiary	<None>
Credentials source for voicemail service* Not set	

### Deskphone Control Mode

CTI Profile	
Primary	cm-sub1
Secondary	cm-sub2
Tertiary	cm-pub

### Calling Feature Configuration

Jabber Client Configuration (jabber-config.xml) Profile	
Common	common01-webexapp
Desktop	<None>
Mobile	<None>

## Device

Platform	Device Type
----------	-------------

Windows	CSF
---------	-----

Mac	CSF
-----	-----

Linux	CSF
-------	-----

VDI	CSF
-----	-----

iPad	TAB
------	-----

Android Tablet	TAB
----------------	-----

Chromebook	TAB
------------	-----

iPhone	TCT
--------	-----

Android Phone	BOT
---------------	-----

# Unified CM Calling Configuration

Webex App will use the Jabber Client Configuration

Any Jabber parameters that are not applicable to the Webex App will be ignored

Parameter	Description and Values	Supported platforms
E911EdgeLocationWhiteList	<p><b>Parameter:</b> E911EdgeLocationWhiteList</p> <p>Specifies a whitelist of up to 30 Service Set IDs (SSIDs) separated by a semicolon.</p> <p>You must configure this parameter when the E911EdgeLocationPolicy parameter is set to true. Then the client monitors users who connect to the corporate network through Expressway for Mobile and Remote Access network.</p> <p>Example:</p> <pre>&lt;EnableE911EdgeLocationPolicy&gt;true&lt;/EnableE911EdgeLocationPolicy&gt; &lt;E911EdgeLocationWhiteList&gt;SSID1;SSID2&lt;/E911EdgeLocationWhiteList&gt;</pre>	Desktop and mobile
EnableCallPark	<p><b>Parameter:</b> EnableCallPark</p> <p>Specifies whether the call park feature is available in the client.</p> <p>To access the call park feature, users can choose the More option in the call window.</p> <ul style="list-style-type: none"> <li>• <b>true</b> (default)—Call park is enabled.</li> <li>• <b>false</b>—Call park is disabled. There is no call park option under the More button.</li> </ul>	Desktop
EnableCallPickup	<p><b>Parameter:</b> EnableCallPickup</p> <p>Specifies if a user can pickup a call in their call pickup group.</p> <ul style="list-style-type: none"> <li>• <b>true</b>—Enables call pickup.</li> <li>• <b>false</b>—Disables call pickup (default).</li> </ul>	Desktop and mobile

See Deployment guide for Calling in WebexApp (Unified CM) for a full list of parameters

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf)

# Webex App Subsequent Logins

## Webex OAuth

Client type	Client access	Auto extend refresh token	Refresh token TTL	Max. num of refresh tokens	Access token TTL
IOS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Android	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Windows	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
MAC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)
Web Client	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1440 hour(s)	100 token(s)	1080 minute(s)

**Default refresh token TTL: 1440 hours = 60 days**

## Remember the Webex OAuth Refresh token?

- The Refresh Token TTL defines the duration that a user can use Webex services (use the app) on a device without having to reauthenticate
- Webex App can auto extend its Refresh token each login (achieving a perpetual Refresh token)
- When consuming Unified CM services, we must also configure the Refresh token TTL for Unified CM, Expressway and Unity Connection

# Webex App Subsequent Logins

## Unified CM OAuth

The screenshot shows the Cisco Unified CM Administration console. The 'Enterprise Parameters Configuration' page is open, displaying various settings. The 'SSO and OAuth Configuration' section is expanded, showing several parameters. The 'OAuth with Refresh Login Flow' parameter is highlighted with a red box and is set to 'Enabled'. Other parameters include 'OAuth Access Token Expiry Timer (minutes)' set to 60, 'Client OAuth Refresh Token Expiry Timer (days)' set to 60, and 'Physical Phone OAuth Refresh Token Expiry Timer (days)' set to 120.

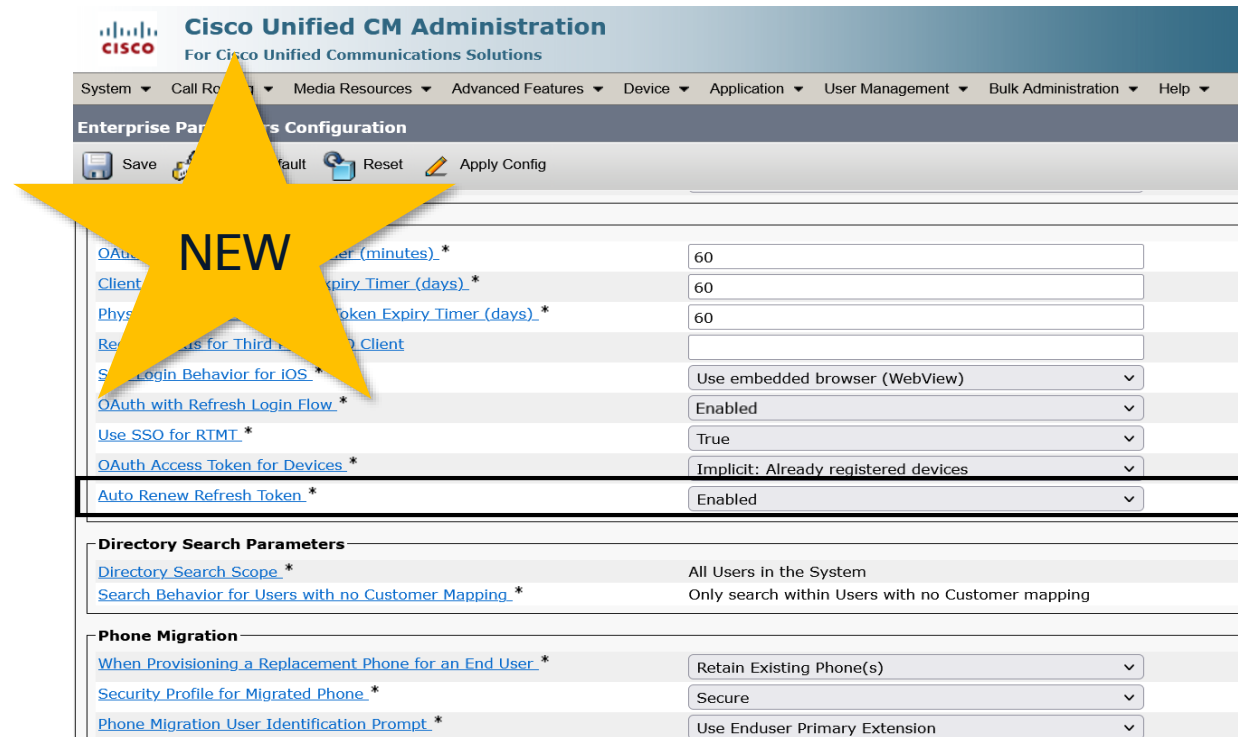
Parameter	Value	Default
Never Start Call with Video *	False	False
DSCP for LDAP (all services using Directory Number Alias port) *	default DSCP (000000)	default DSCP (000000)
OAuth Access Token Expiry Timer (minutes) *	60	60
Client OAuth Refresh Token Expiry Timer (days) *	60	60
Physical Phone OAuth Refresh Token Expiry Timer (days) *	120	60
SSO Login Behavior for iOS *	Use native browser (iOS 9+; embedded Safari; pre-iOS)	Use embedded browser (WebView)
<b>OAuth with Refresh Login Flow *</b>	<b>Enabled</b>	Disabled
Use SSO for RTMT *	False	True
OAuth Access Token for Devices *	Implicit: Already registered devices	Implicit: Already registered devices

**Default refresh token TTL: 60 days**

- The Unified CM Refresh Token TTL defines the duration that a user can use Unified CM services via the app, on a device, without having to reauthenticate
- NOTE: OAuth refresh token flow is disabled by default and will need to be enabled for the best experience
- A common Refresh token TTL should be configured on Webex (Control Hub), Unified CM, Unity Connection and Expressway

# Webex App Subsequent Logins

## Unified CM OAuth



The screenshot shows the Cisco Unified CM Administration interface. A yellow star with the word "NEW" is overlaid on the "Auto Renew Refresh Token" setting, which is set to "Enabled". Other settings visible include "OAuth with Refresh Login Flow" (Enabled), "Use SSO for RTMT" (True), and "OAuth Access Token for Devices" (Implicit: Already registered devices). Below the OAuth settings are sections for "Directory Search Parameters" and "Phone Migration".

Unified CM/Webex App now can auto extend the Unified CM OAuth refresh token

Webex App will auto refresh the refresh token after 50% of the tokens' lifetime

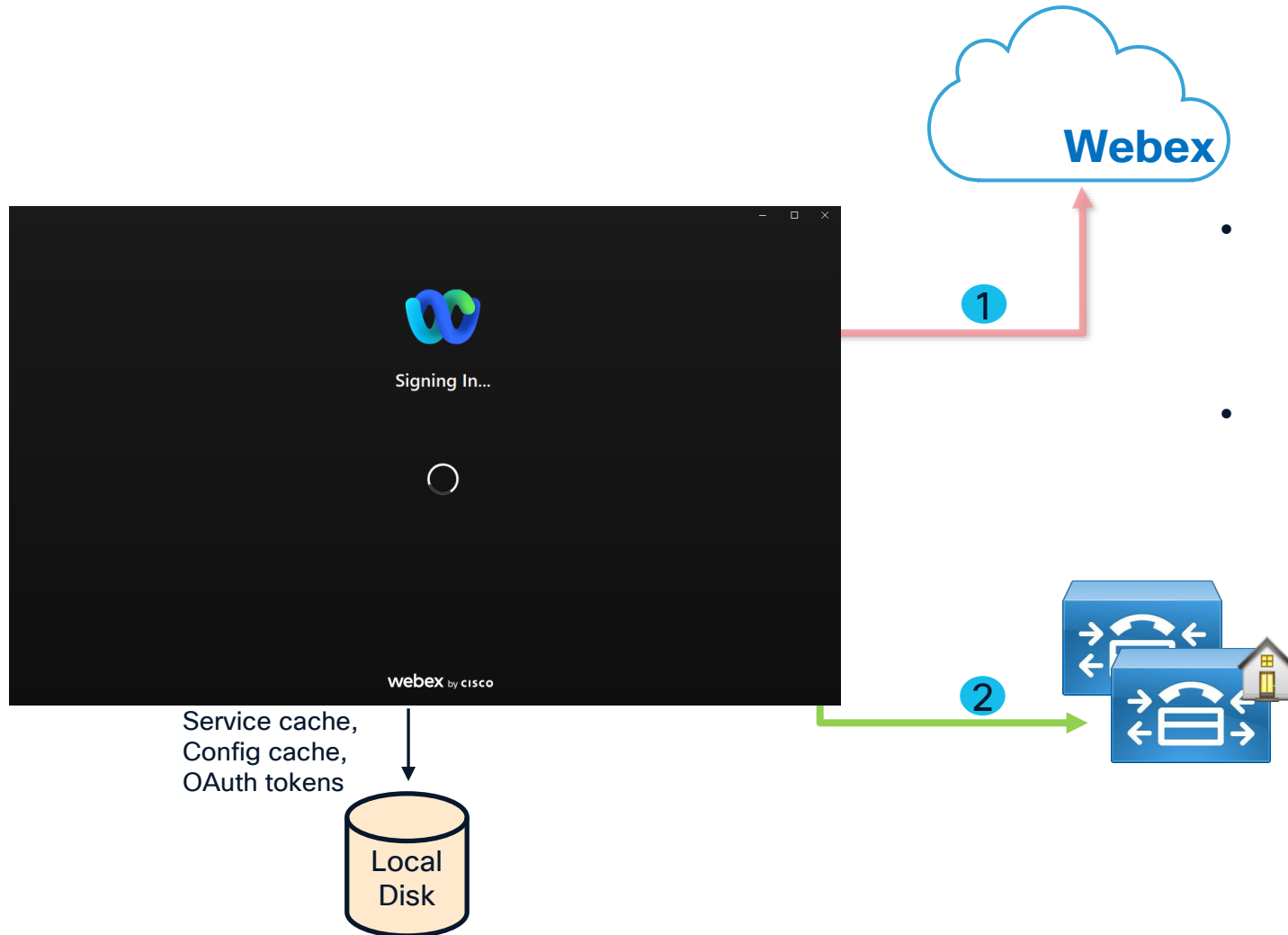
- The refresh should never expire as long as the Webex App is active inside the tokens 50% timeline

When enabled a user will have perpetual access to Webex App Unified CM services from a device without having to reauthenticate – as long as the user uses the App regularly

### Requirements

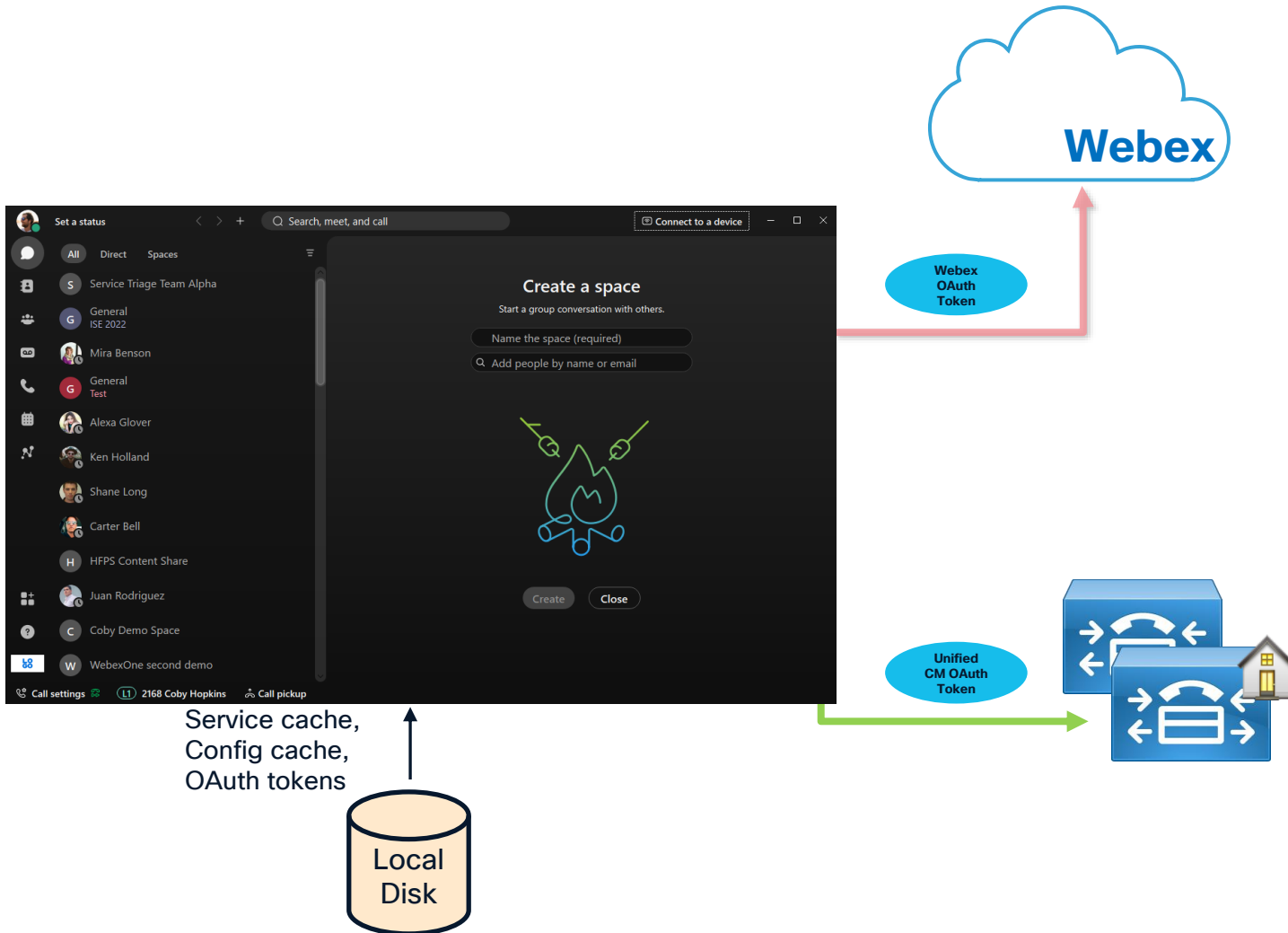
- Unified CM 14.0 SU4 or Unified CM 15
- Expressway X14.3.1
- OAuth Refresh Token flow and Auto Renew Refresh token must be enabled

# First Time Login



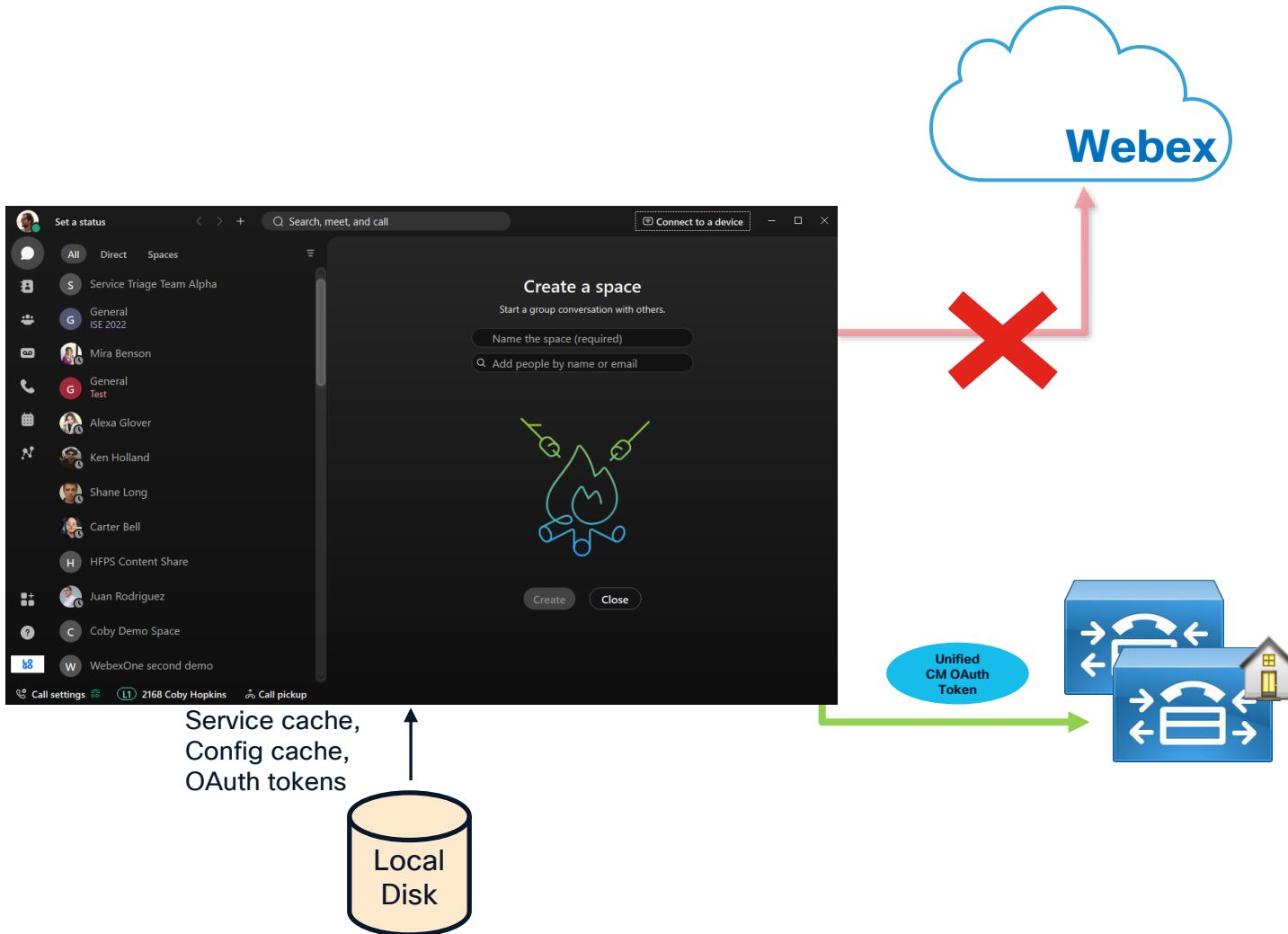
- The **first-time** Webex App login is a serial login
  1. Webex App connects to Webex cloud
  2. Webex App connects to Unified CM
- Webex App will store details of these sessions to local disk

# Subsequent Logins



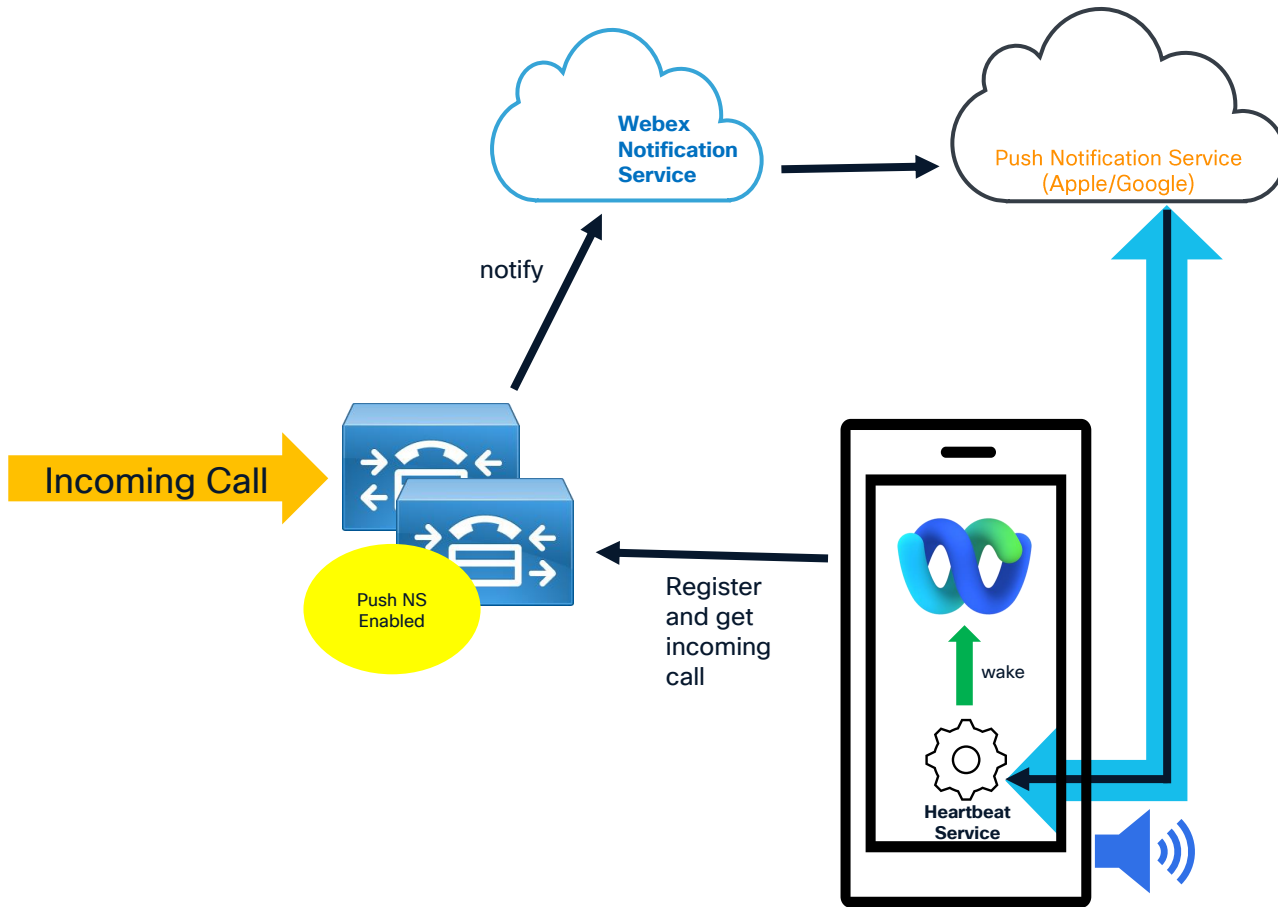
- After the first-time login on a device, Webex App connects to services in **parallel** (based on cached config and OAuth tokens)

# Calling Redundancy



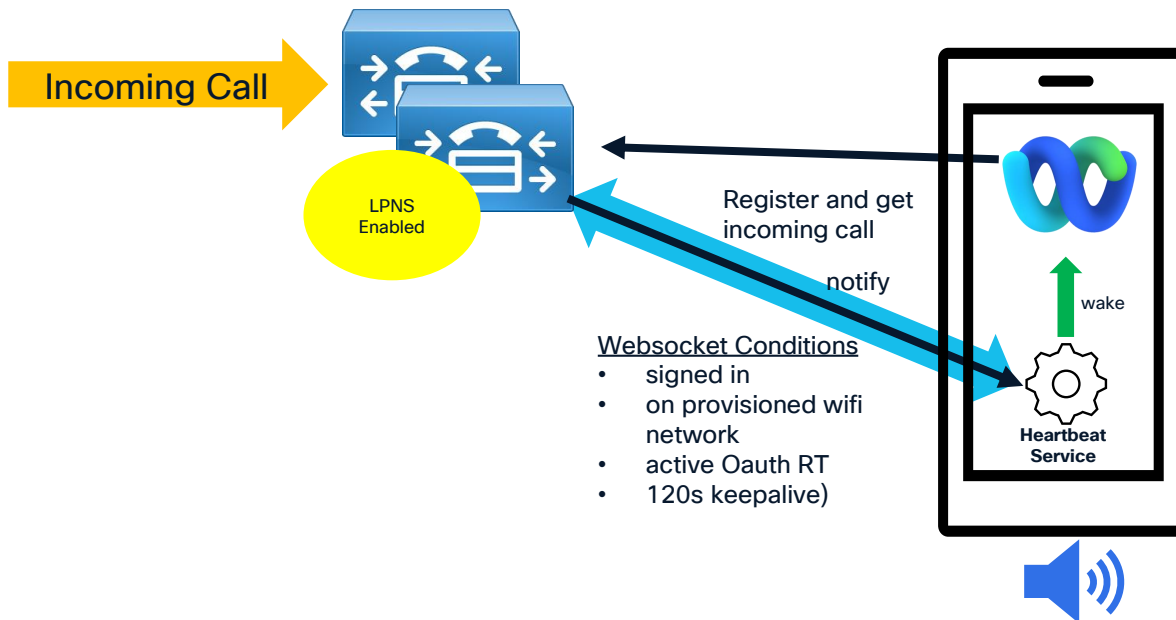
- On a subsequent login, if Webex services are inaccessible (e.g. WAN outage, loss of internet access), Webex App will still be able to register to Unified CM for calling
- Features dependent on Webex services will be **unavailable** during this time e.g.
  - Presence
  - Directory search (previous directory lookups will be cached locally)
  - Move call to meeting

# Push Notification Support (Cloud Delivered)



- Webex App for iOS and Android relies on Push Notifications to receive incoming call alerts
- Once Webex App is put to background, the mobile device OS may terminate the app process to preserve battery life/memory, meaning Webex App does not maintain a session with Webex/Unified CM
- Push Notifications are automatically enabled on Webex Services.
- Push Notifications need to be enabled by the admin on Unified CM
- Android and iOS devices need an internet connection (to FCM/APNS) for Push Notifications to function successfully
- Push Notification carries Display Name and Display Number of calling party
- **TIP:** Ensure OAuth RT is enabled on Unified CM and Expressway for a better Push Notification Experience

# Local Push Notification Service (Apple Only)



- In public internet constrained environments, cloud based push notifications may not reach the device meaning users will not receive incoming call notifications e.g. Cruise Ships, Hospitals etc
- Unified CM and Webex App for iOS support Local Push Notification Service (LPNS)
- In this mode, Webex App on the iOS device will maintain a minimal heartbeat (channel) with the Unified CM node
- On an incoming call Unified CM will send a wake command via this channel to the iOS device directly, meaning the device does not need an internet connection
- The Webex App will then be waked, and will reregister to the Unified CM node via SIP to receive the active call information

# Local Push Notification Service (Apple Only)

**UC Service Configuration**

Save ~~X~~ Delete Copy + Add New

Phone	EnableMeetingPowerUp		true
Client	pChatShare	Enables screen capabilities	true
Client	Persistent_Chat_Enabled	Enables persistent chat feature	true
Client	Persistent_Chat_Mobile_Enabled	Specifies if persistent chat is available in the mobile device	true
Directory	PresenceDomain	Specifies the domain of the presence node	tmedemo.com
Directory	UdsPhotoUriWithToken	Specifies a photo URI with a directory attribute	http://www.tmedemo.com
Phone	LocalPushSSIDList	Local Push enabled SSIDs separated by a semicolon	ciscolive;blizzard

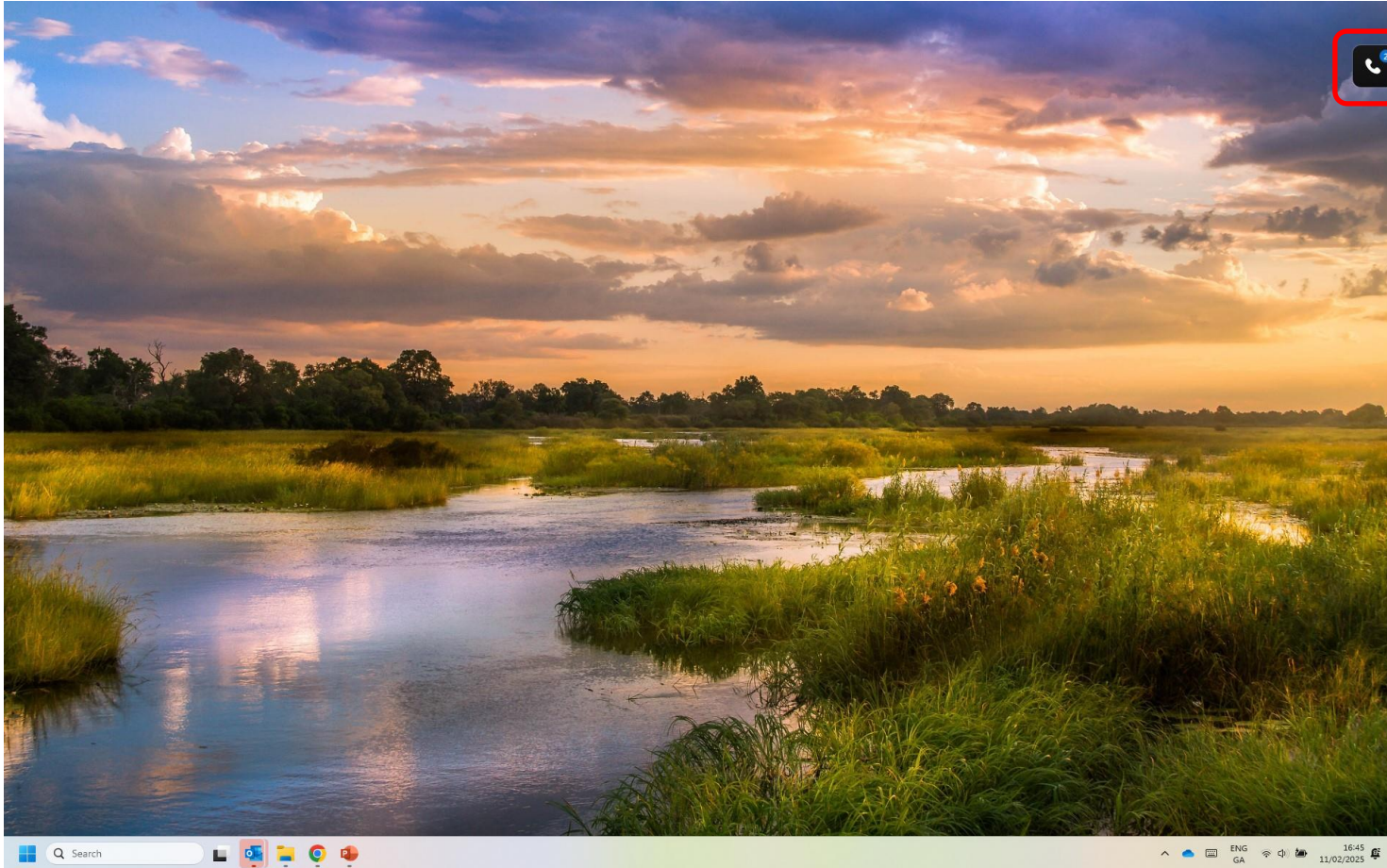
## LPNS Requirements

- LPNS requires Unified CM 14su3 and above
- Voice Calls only
- Not supported for users connecting via MRA
- Websocket from iOS to Unified CM on TCP 9560
- Ensure Unified CM Tomcat cert is CA signed and trusted by iOS device (Max expiry = 397 days as per Apple LPNS requirements)
- OAuth RT must be enabled
- LPNS settings do not affect Android devices
- Jabber 14.2 + also supports LPNS

- LPNS is only supported on specified wifi SSIDs (in jabber-config)
- When the iOS device is running on one of the specified SSIDs, LPNS will be enabled for Webex App (onboard cloud Push Notification first)
- Local Push Notifications and Cloud Push Notifications can be enabled on Unified CM simultaneously. LPNS will be attempted first and if that is not successful APNS will be used.
- Add wifi SSIDs to the jabber-config to enabled LPNS
  - Up to 10 SSIDs can be added

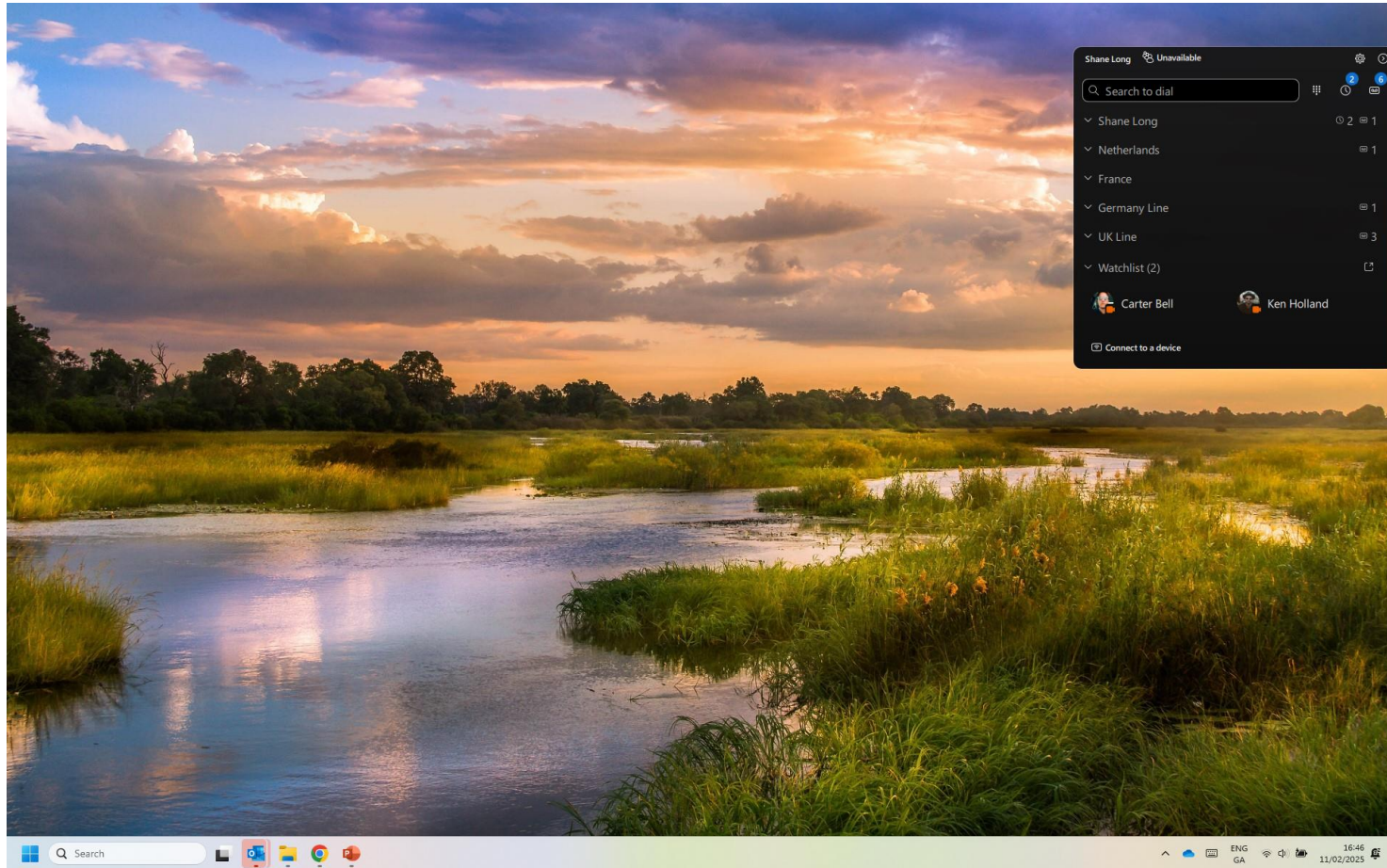
# Calling Dock

Previously known as the Multi Call Window



- Calling Dock can be enabled to save on screen real estate
- Call Dock can attach to any screen edge
- Webex App running from System Tray
- Windows Only

# Calling Dock

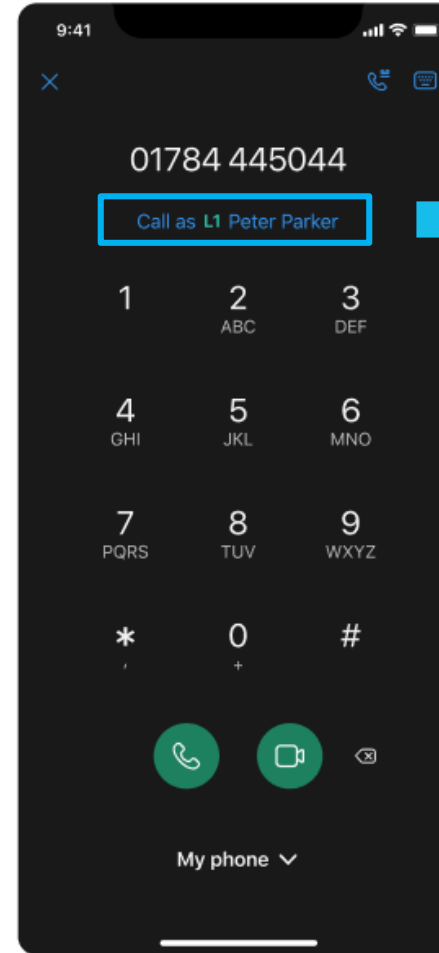


- The Calling Dock can provide quick access to lots of calling power user functionality
- Newly added includes
  - Directory Search and call
  - Dialpad
  - Device Pairing
  - Multi Line Monitoring
  - Hunt Group/Pickup/Queue login/logout
  - etc

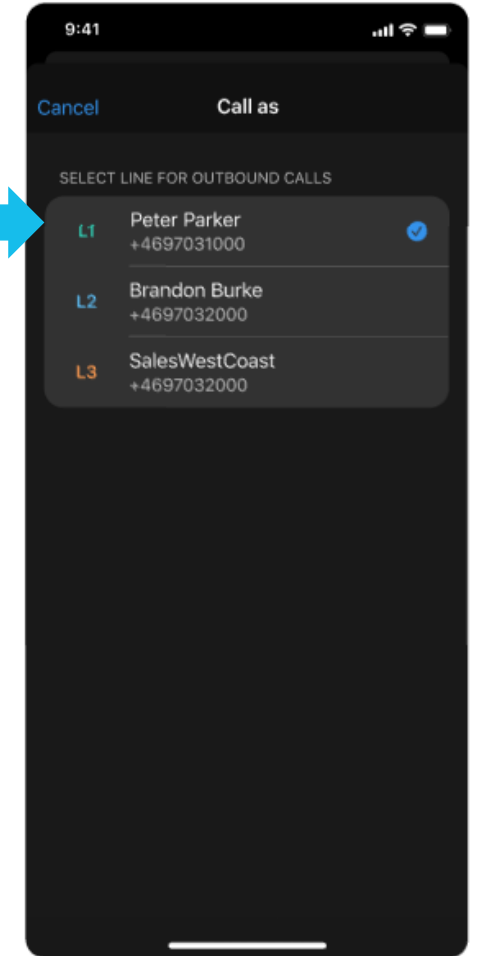
# Multiline Support on Desktop and Mobile

- Allows users to handle multiple lines on both iOS and Android devices.
- Users can choose which line to use for outbound calls.
- Displays the line on incoming call notifications

Multiline Support	Desktop	VDI	Mobile	Number of lines	Minimum Version
Unified CM (Including DI)	✓	✓	✓	1+10	<ul style="list-style-type: none"> <li>• Unified CM 15 SU2</li> <li>• Webex App 45.4</li> </ul>
Webex Calling (Multitenant and Webex for Broadworks)	✓	✓	✓	1+9	<ul style="list-style-type: none"> <li>• Webex App 45.4</li> </ul>

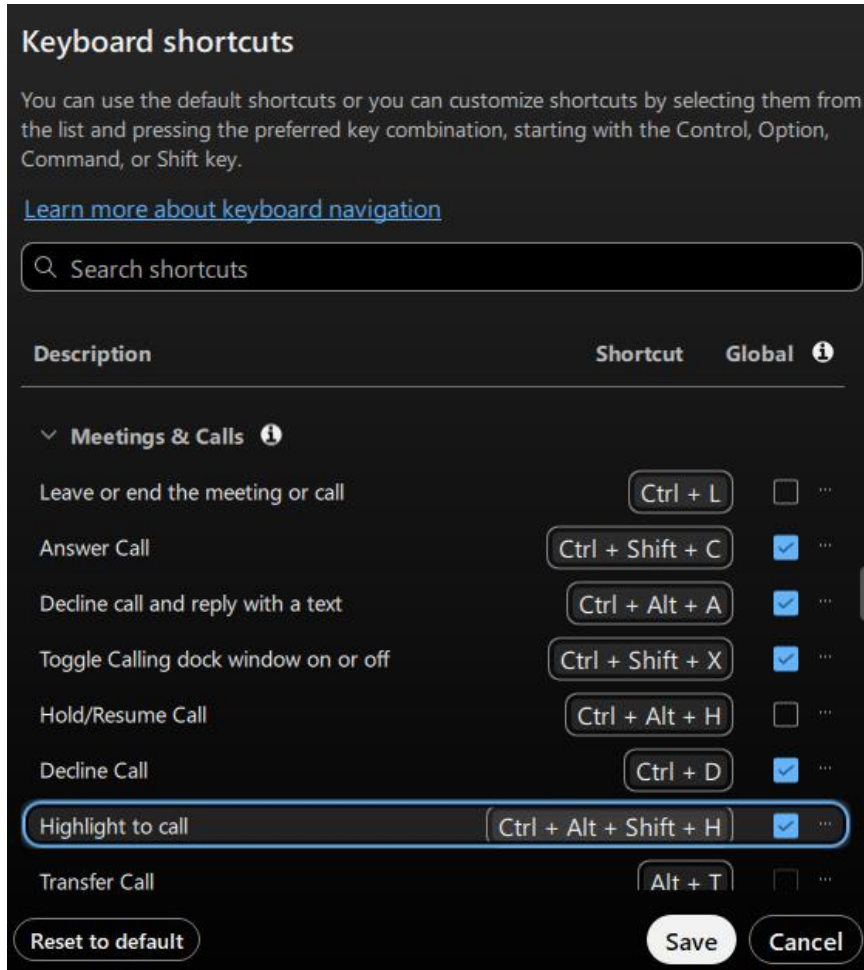


Multi Line Entry Point in the Dialpad



Line ID Selection

# Highlight to Call



- This feature allows the user to highlight a number from another application and use a keyboard shortcut sequence to make a call with the Webex App
- Users can edit the keyboard shortcut sequence
- Users also have an option to review the selected number before calling
- Windows and MacOS

# Centralized Call History



- With Common Call History, the Webex App Call History is populated with placed, missed and received calls
- Allows the Webex App to have a consistent call history even if the app is not running when calls are made
- CCUC required

Service Management		
Analytics	<input checked="" type="checkbox"/>	Enabled
Borderless CTI *	<input checked="" type="checkbox"/>	Enabled
Directory Service *	<input checked="" type="checkbox"/>	Enabled
Certificate Management	<input checked="" type="checkbox"/>	Enabled
Operational Metrics * *	<input checked="" type="checkbox"/>	Enabled
Presence Status Sync *	<input checked="" type="checkbox"/>	Enabled
Webex app Provisioning for Unified CM Calling *	<input checked="" type="checkbox"/>	Enabled
<b>Centralized Call History *</b>	<input checked="" type="checkbox"/>	<b>Enabled</b>
Deployment Insights *	<input checked="" type="checkbox"/>	Enabled

CCUC Service Enablement (in Control Hub)

# Cisco AI Assistant in the Webex App

# Cisco AI Assistant for Messaging (Desktop)

## Space Summaries

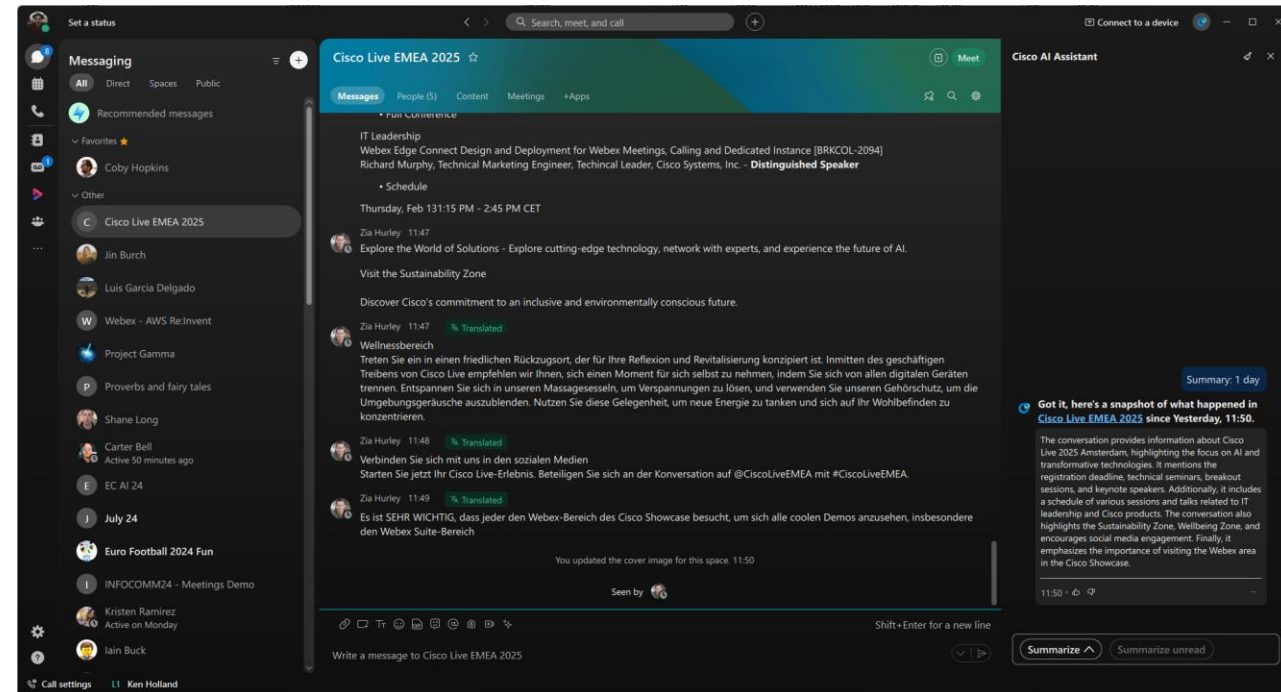
- AI Assistant to summarize spaces, unreads, and threads across multiple languages
- Coming to Webex App for mobile in 45.7

## Rewrite Message

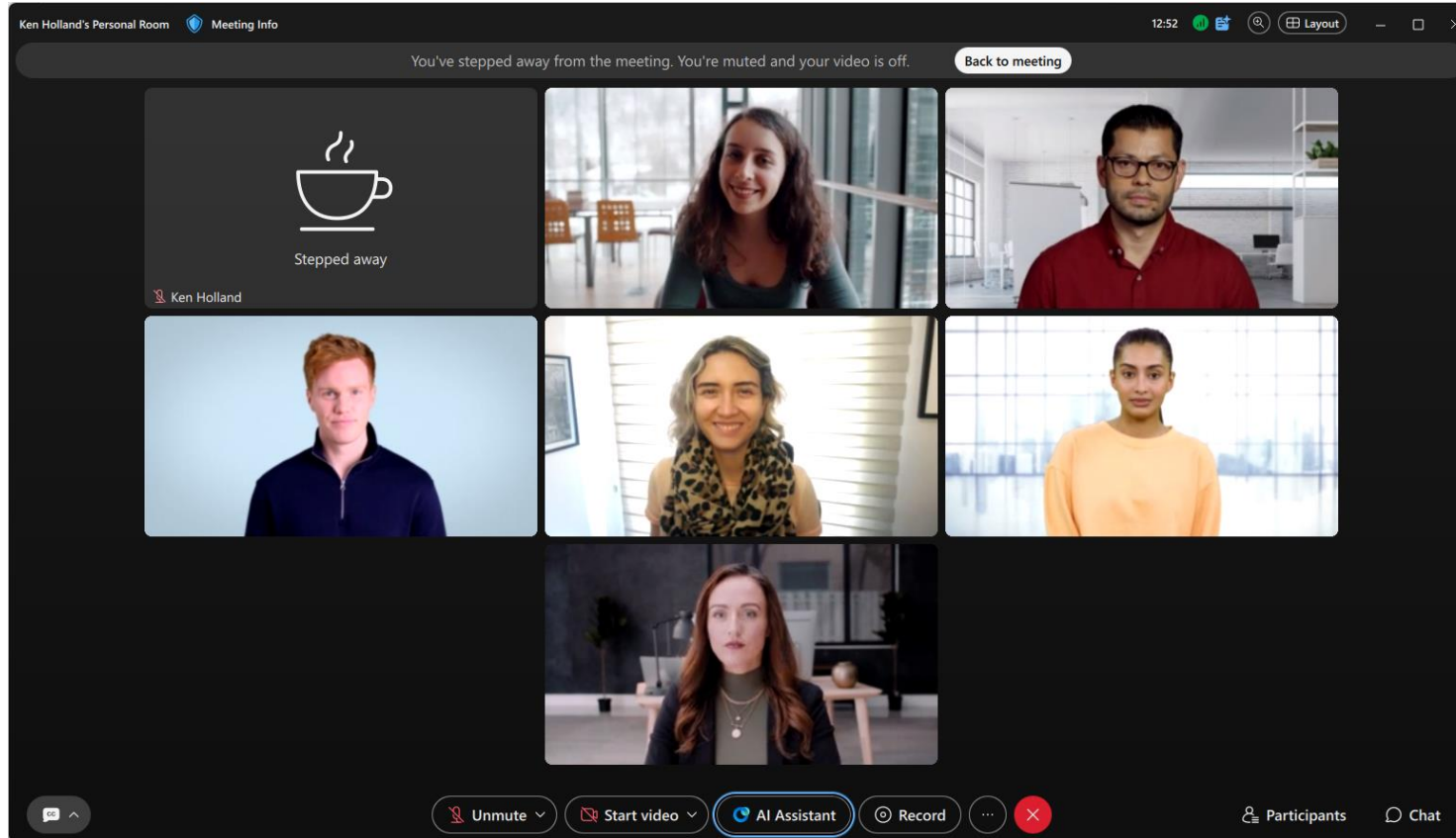
- AI Assistant that can be used to format or rephrase an outbound message

## Message Translation

- AI Assistant to translate messages within a space to your preferred language. Choose from over 140 languages



# Step Away from the Meeting



## Step away from the meeting

- User can click on the coffee cup to step away from the meeting
- When stepped away, users audio and video devices are muted, and other participants will see a Stepped away avatar

## Automatic Step away from the meeting

- When a users camera has not detected a face for 5 seconds, the user is automatically placed into stepped away
- Off by default, can be turned on by user
- After stepping away for > 60s, the user is prompted if they want to “catch up”

# Cisco AI Assistant for Meetings

## In Meeting Summaries

- AI Assistant to summarize what was discussed in the meeting

## Ask me Anything

- As the assistant anything about the context of the meeting

## Custom Dictionary

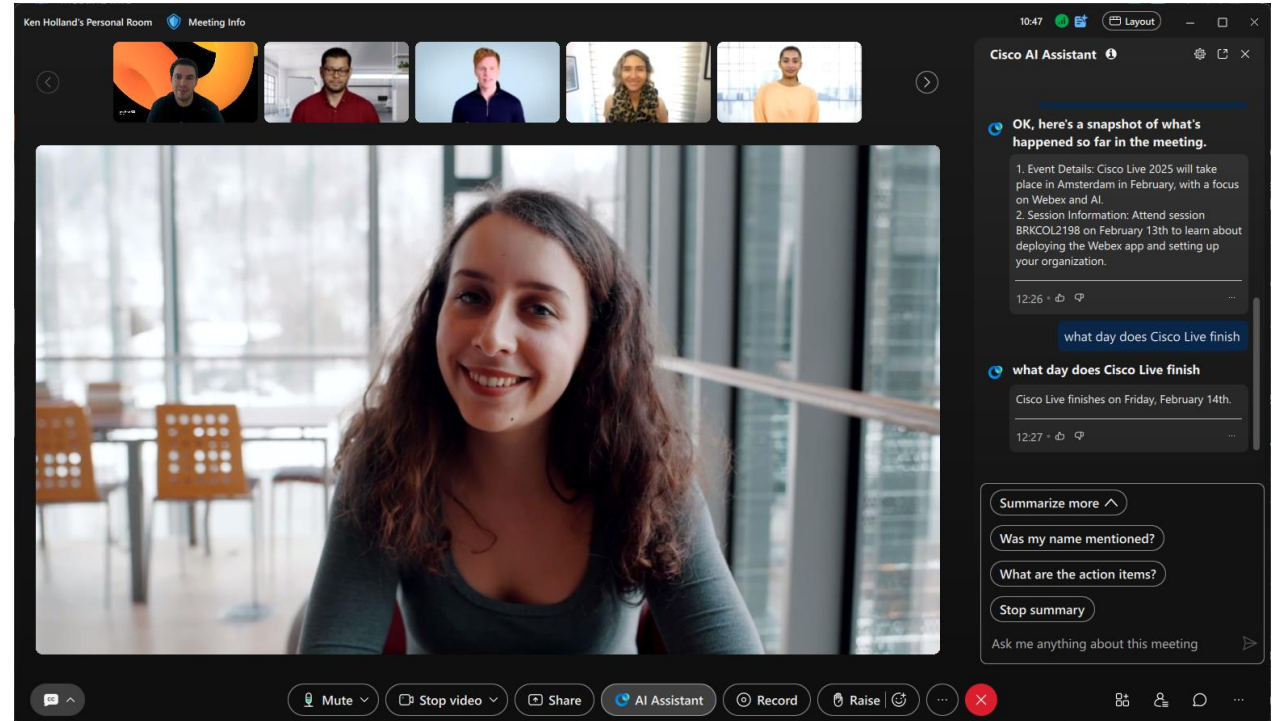
- Add words or acronyms that are not part of the standard dictionary so they can be transcribed more accurately (e.g. medical jargon)

## Recording Summaries

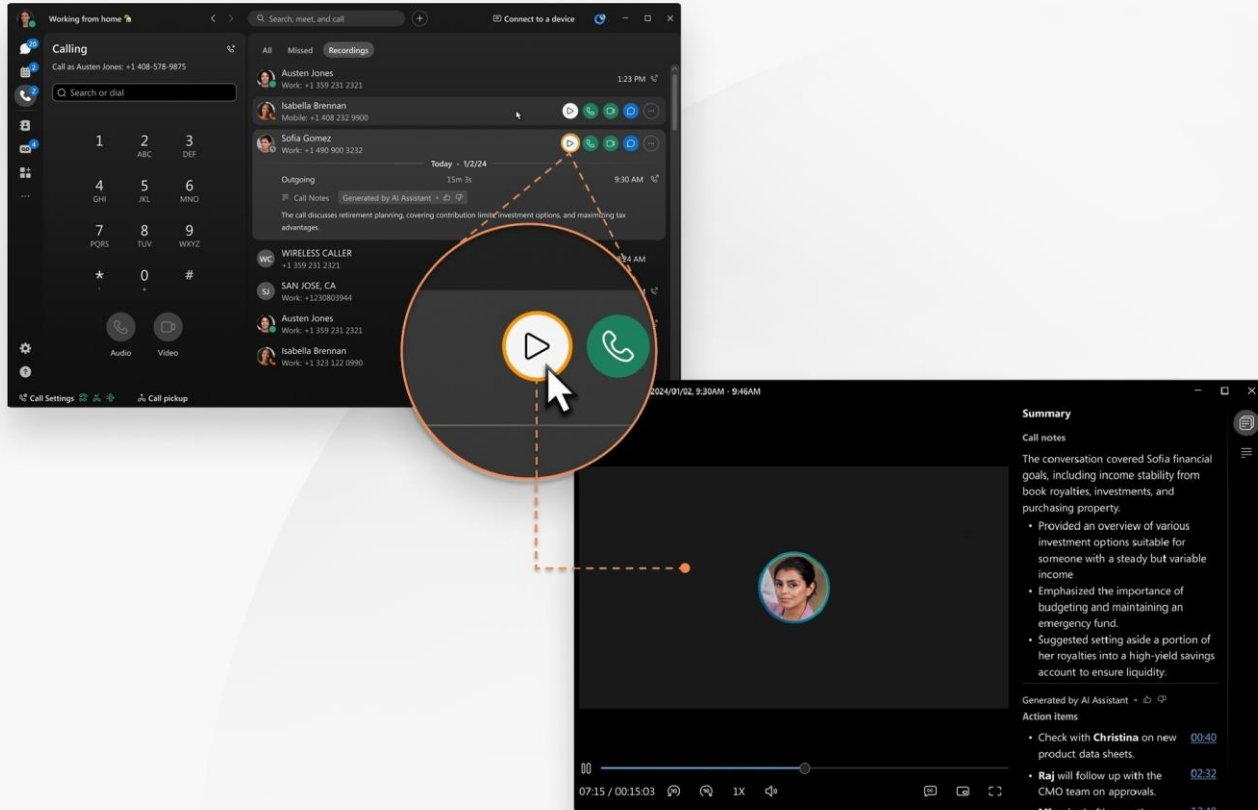
- Meeting recording can be summarized and chapterized making them more consumable in a shorter time

## Don't forget about AI features that were added in recent years

- Meeting Transcription
- Real Time Translations



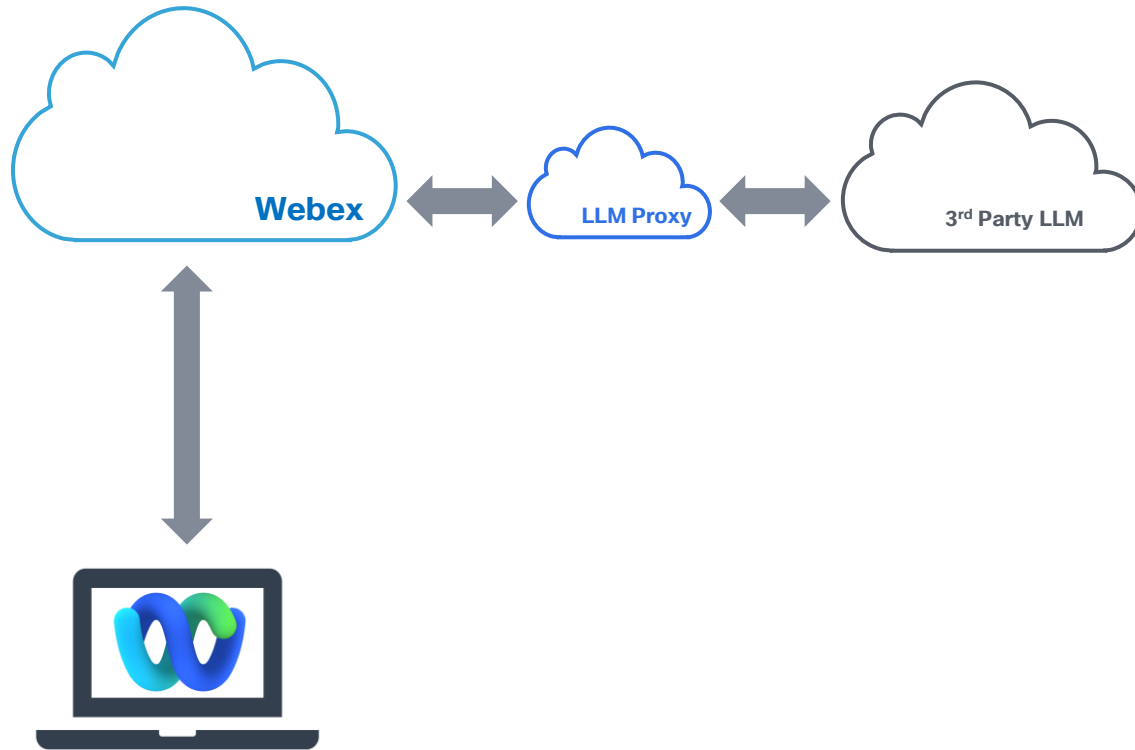
# AI Generated Summaries for Call Recordings



## AI Generated Summaries for Call Recordings

- Recorded calls are accessible from the Webex App
- When the user selects to play a recording, the AI Assistant will generate a call summary including a full transcript and a list of action items
- Available on Webex Calling only today
- Desktop and Mobile

# Cisco AI Assistant Security and Privacy



- The AI Assistant is powered by a hybrid of Cisco AI technology as well a 3<sup>rd</sup> party large language model
  - Cisco LLM Proxy is in region and is use to build the prompt for the 3<sup>rd</sup> party LLM
  - The current 3<sup>rd</sup> party model being used is GPT-3.5 Turbo via the Microsoft Azure OpenAI Service API
- Key points
  - AI services reside in same region as Webex organization
  - LLM does not store conversations
  - LLM does not use conversations for training data

# AI Assistant Admin Controls

- Control Hub admin can control enablement of AI Assistant
- AI Assistant can be enabled for:
  - Org
  - Group
  - User
- AI Assistant will be on by default where applicable
- User will require an Advanced Messaging License to be entitled to use Messaging AI Assistant

## Organisation settings > Cisco AI Assistant

### Cisco AI Assistant & AI features

Choose how your organisation uses the AI Assistant and other AI features across the Webex Suite.

**Ask Me Anything for AI Assistant**  Allow Ask Me Anything  
Need help catching up quickly? Start a conversation and ask the AI Assistant about missed meeting action items, summaries for calls and spaces, how a new feature works and more. For more help, [see how to use Ask Me Anything](#)

**Control Hub**  Allow the Assistant in Control Hub  
The Assistant can support you and other admins with Control Hub management tasks by providing detailed guidance at every step of the way. For more help, [see how to use the Assistant in Control Hub](#)

**Messaging** Access AI-generated Messaging features through the Assistant. With space summaries, save time on unread messages and conversations. You can also enhance all communications with message translation and rewriting.

- Space summaries [How does this work?](#)
- Rewrite message [How does this work?](#)
- Message translation [How does this work?](#)

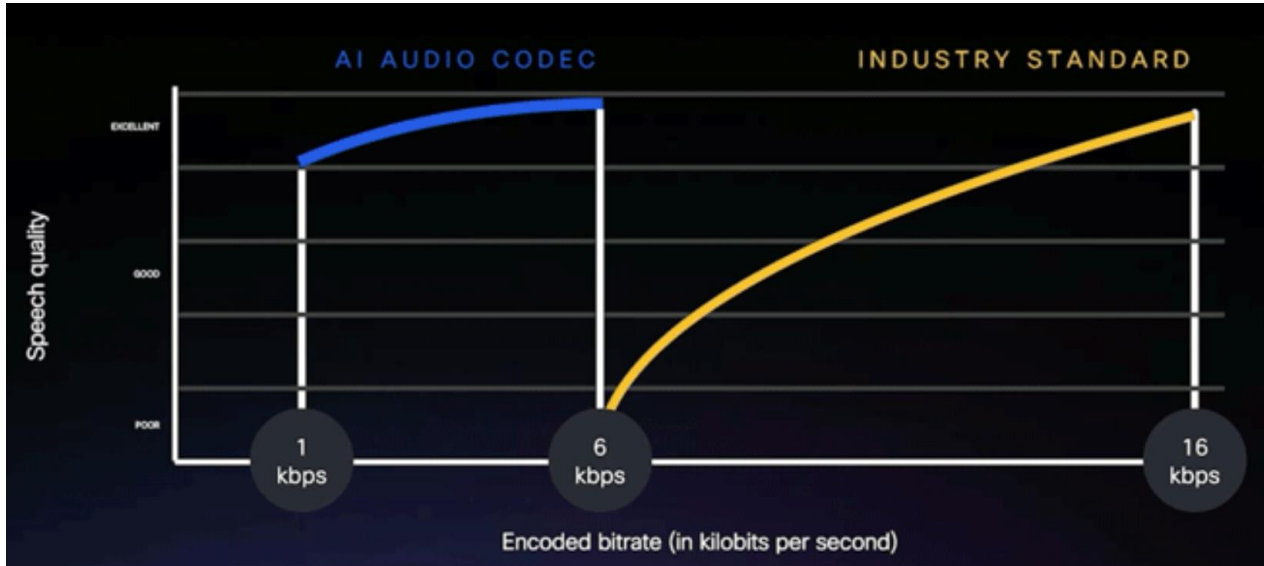
**Meetings** Access AI-generated Meetings features through the Assistant. If you're late to a meeting, catch up with summaries during or after the meeting and with Ask Me Anything. For more details, [see how to use the AI Assistant in Meetings](#)

Turn on closed captioning in the [Meeting settings](#) to create meeting summaries.

In-meeting summaries and Ask Me Anything	<input checked="" type="checkbox"/> Internal meeting	<input checked="" type="checkbox"/> External meeting
Summaries and transcripts after the meeting	<input checked="" type="checkbox"/> Host only	Not applicable

**Calling**  Enable AI-generated summaries for call recordings  
Generate transcripts and summaries for the recorded calls.  
[More Details](#)

# Webex AI Audio Codec

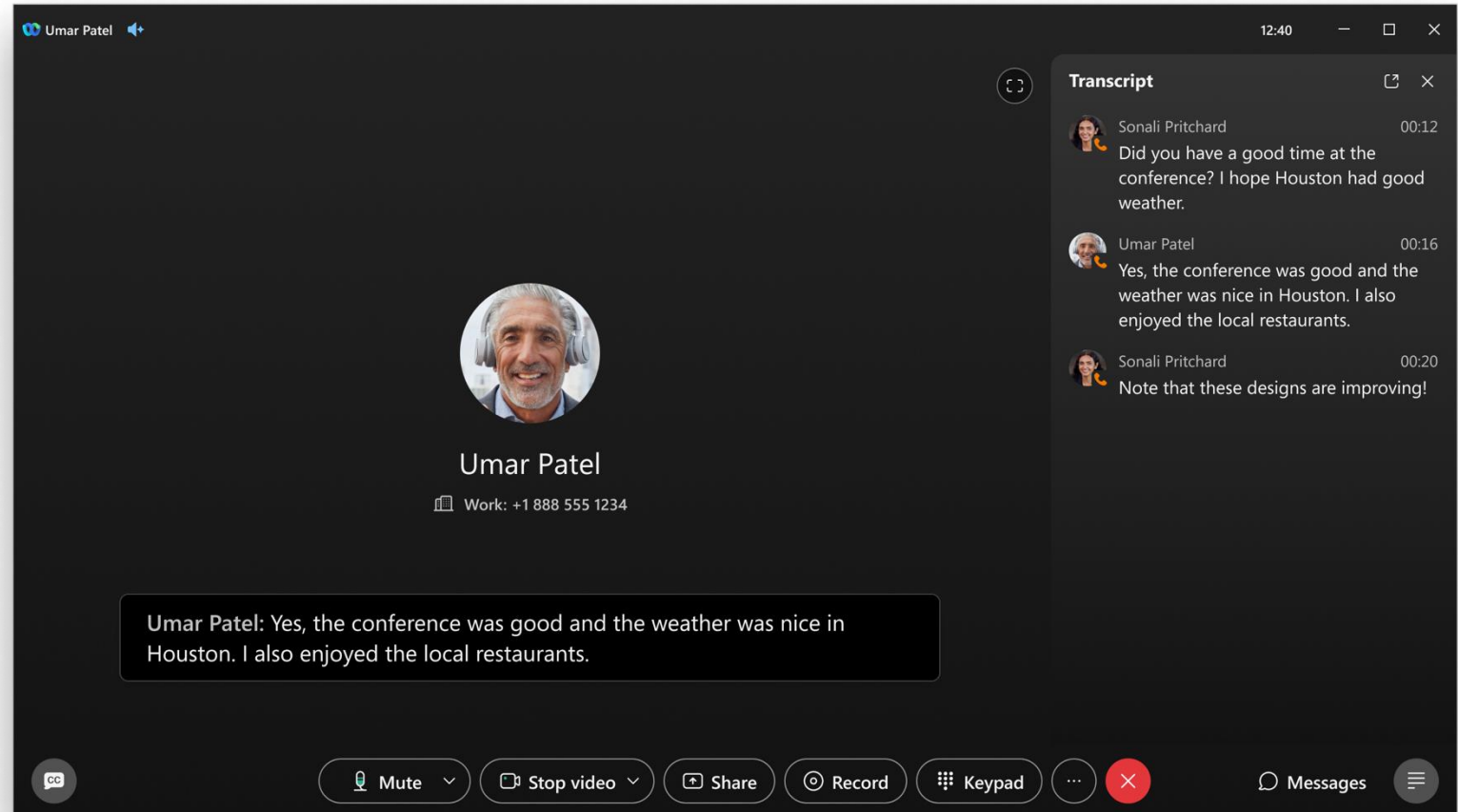


- Improve audio quality in poor network conditions (low bandwidth and high packet loss), by encoding at low bitrates and increasing redundancies
- Webex App will use Opus as the default audio codec. The App will automatically change encoder to Webex AI Audio Codec if 30% packet loss is detected
- AI Audio Codec is supported for Webex Meetings, Webex Calling (App to App) and certain Cisco devices
- Not supported for VDI, web app, Non-Noise Removal Smart audio settings, devices with ultra low performing clients

# Closed Captions and Live transcription

Coming Soon

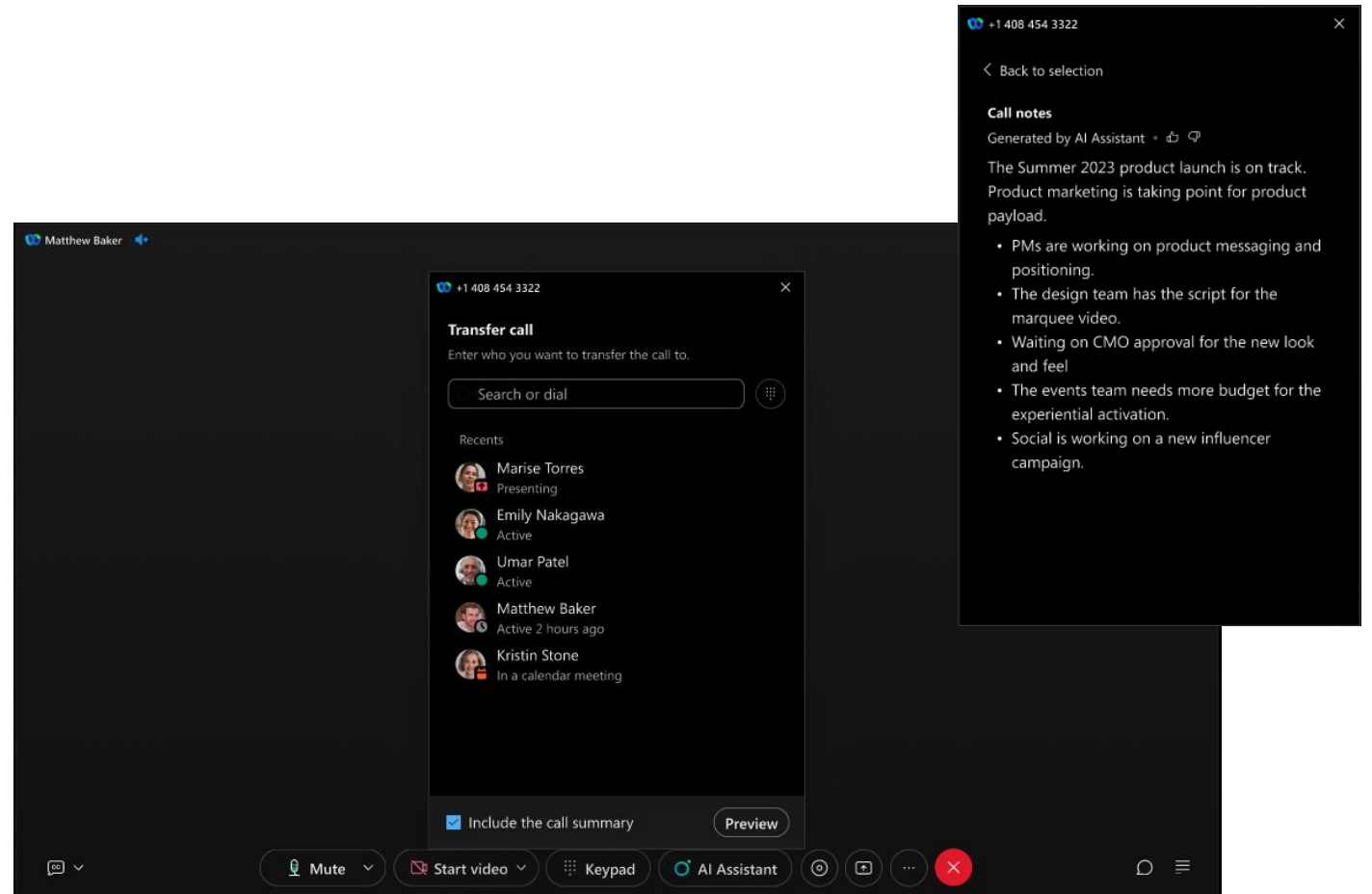
- Closed captions in Webex Calling without escalating the call into a meeting.
- Rolling closed captions/transcription in the side panel of Webex in-call-window.
- Beta planned for 45.7
- Webex Calling Multitenant only



# AI Assistant for Calling: Share Summary on Transfer/Conference

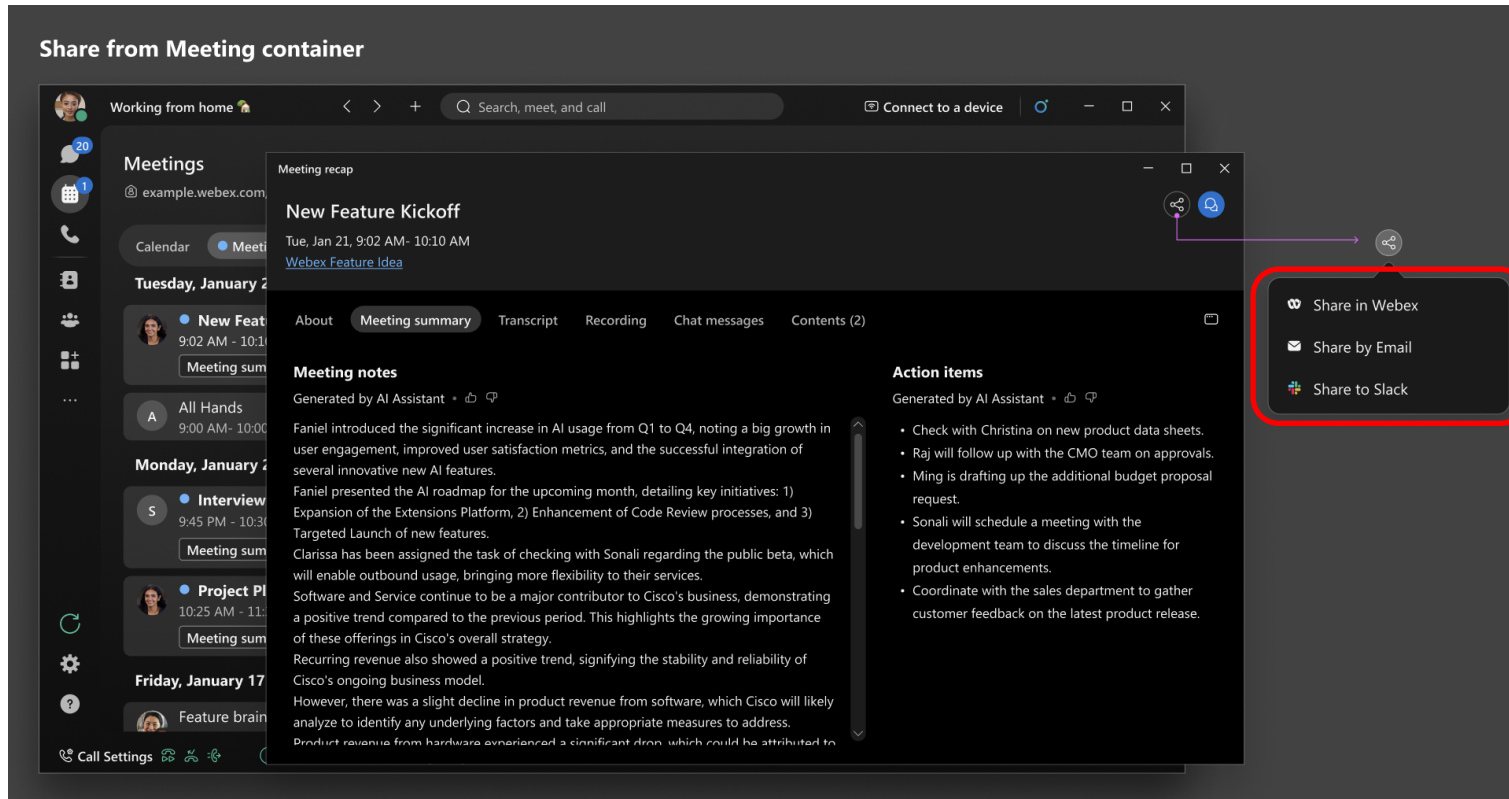
Coming Soon

- When transferring or conferencing a call, the Webex app user can share the summary of the call so far with the new participant.
- User would be allowed to edit the summary before sharing it.
- The new participant will get a short summary of the original call within their incoming call toast notification



# Share Meeting Summary to Other Channels

Coming Soon



Allows users to share their Webex meeting summary to the messaging application they use

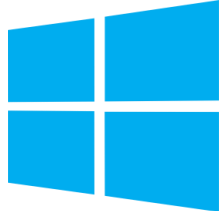
- MS Teams
- Slack
- Email

Planned for Desktop in 45.7

The capability will be controlled by the Control Hub Admin

# App Deployment

# Webex App Platform Support



**Desktop**

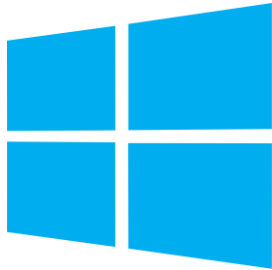
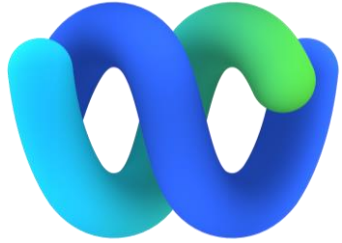
<b>Windows (x86)</b> Windows 10 Windows 11 Windows Server 2016 + (VDI)	<b>MacOS</b> MacOS 10.15 and later Intel CPU Apple M CPU	<b>Linux</b> Red Hat EL 8.2, 8.3 Ubuntu 18.04, 20.04, 22.04	<b>Web App</b> Last 2 major releases Chrome Firefox Edge Safari
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**Mobile**

<b>iOS/iPadOS</b> iOS 16 +	<b>Android</b> Android 11 +	<b>ChromeOS</b> (Android app emulated on ChromeOS)
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# Webex App for Windows on Arm



- Webex App will be supported on Windows on Arm
- **Beta:** July 2025
- **GA:** To follow shortly after

# End of Life Announcements

## Mobile OS Updates

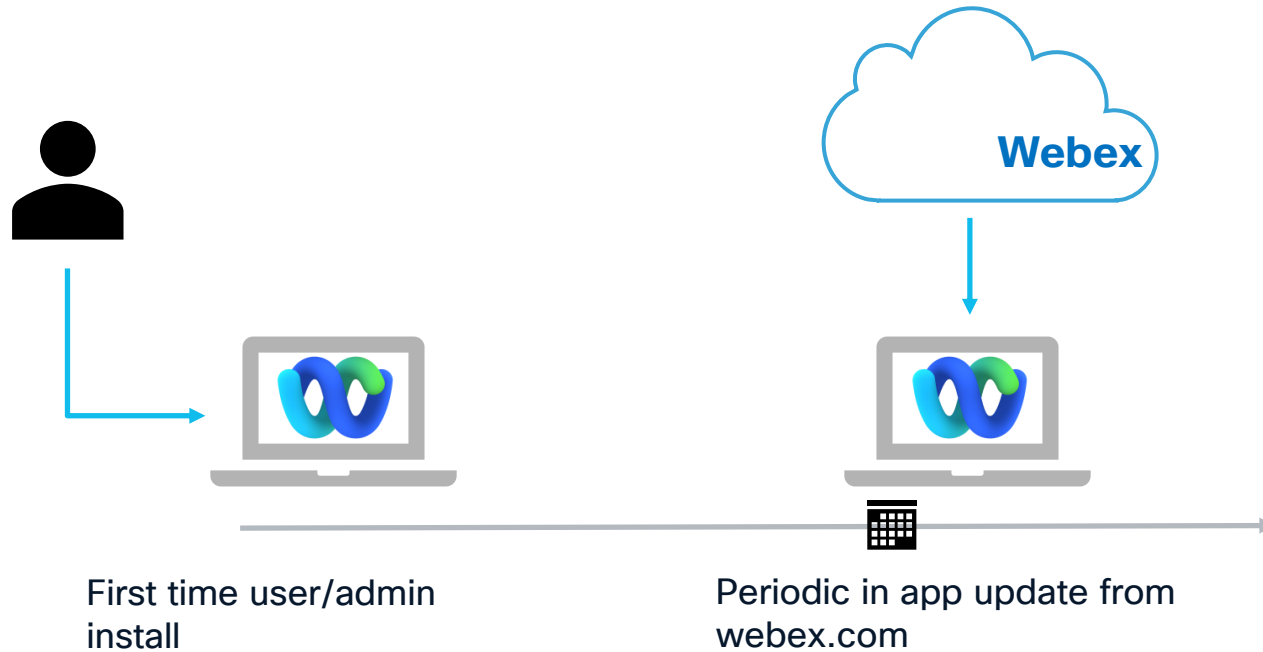
### iOS 16 / iPadOS 16 – End of Life from September 2, 2025

- **Version 45.9** of Webex, which will be released on **September 2, 2025**, will be the last version that supports iOS 16 and iPadOS 16.
- Which Apps are affected:
  - 'Webex' app for iPhone and iPad available on Apple App Store.
  - 'Webex for Intune' app for iPhone and iPad available on Apple App Store.
- Timeline:
  - **September 2, 2025:**
    - After version 45.9 becomes generally available in September 2025, no new Webex app updates will be available for existing users on iOS 16 and iPadOS 16. Existing users can continue using it until April 2, 2026. However, it is strongly recommended that users always upgrade to the latest released versions.
    - New users on iOS 16 and iPadOS 16 will not be able to download and use the Webex app on iPhone and iPad after version 45.9.
  - **April 2, 2026:** Existing users who have downloaded Webex version 45.9 can continue using it for an additional 6 months, until April 2, 2026. However, it is strongly recommended that users always upgrade to the latest released versions.
  - **Starting April 3, 2026**, Webex App version 45.9 on iOS and iPadOS will reach its end of life, and users will no longer be able to use the Webex App on iOS 16 and iPadOS 16.
- Workloads
  - This is applicable for all workloads supported by Webex Suite including calling, meetings, messaging, whiteboards.

### Android 11 – End of Life from April 7, 2026

- **Version 46.4** of Webex Android App, which will be released on **April 7, 2026**, will be the **last version** that supports **Android 11**.
- Which Apps are affected:
  - 'Webex' Android app available on Google's Play Store.
  - 'Webex for Intune' Android app available on Google's Play Store.
- Timeline:
  - **April 7, 2026:**
    - After version 46.4 becomes generally available in April 2026, no new Webex app updates will be available for existing users on Android 11. Existing users can continue using it until October 7, 2026. However, it is strongly recommended that users always upgrade to the latest released versions & latest Android operating systems.
    - New users on Android 11 will not be able to download and use the Webex app on Android devices after version 46.4.
  - **October 7, 2026:** Existing users who have downloaded Webex version 46.4 can continue using it for an additional 6 months, until October 7, 2026. However, it is strongly recommended that users always upgrade to the latest released versions.
  - **Starting October 8, 2026**, Webex App version 46.4 on Android 11 will reach its end of life, and users will no longer be able to use the Webex App on Android 11.
- Workloads
  - This is applicable for all workloads supported by Webex Suite including calling, meetings, messaging, whiteboards.

# Webex App Release Cycle



- A new major release of Webex App is delivered monthly
- App versioning is based on time e.g. June 2025 release 45.6.0.32551
  - **Year** : 45.x.x.xxxx
  - **Month** : 45.6.x.xxxxx
  - **Release** : 45.6.0.xxxxx
  - **Build** : 45.6.0.32551

## Update Management

- Desktop Update Schedule: Control Hub
- Mobile Update Schedule: App Store Setting

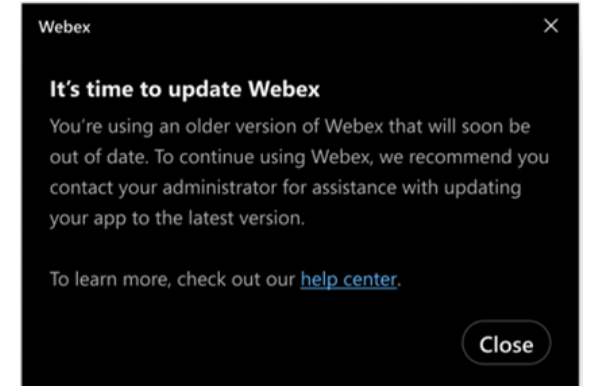
\*Linux has a different update cadence

\*Webex App for VDI is released bi monthly

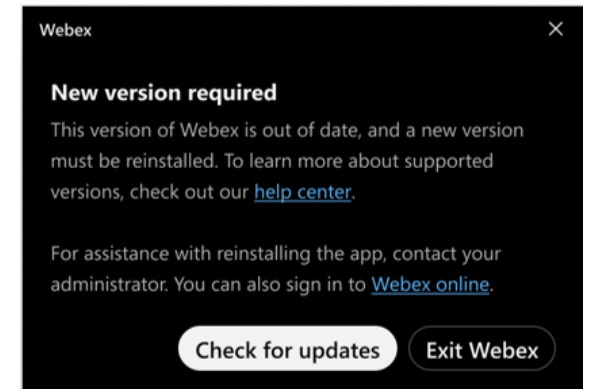
# Webex App Support Policy for Desktop

- **Support Policy Goal:** Ensure a high level of security and access to the latest features
- Webex App supports 2 channels that an admin can choose from for automatic updates
  - **Latest:** released monthly
  - **Slow Channel:** every 4 months (available on request only)
- **Supported Releases**
  - **Latest:** n and n-1 (current and previous month)
  - **Slow Channel:** n and n-1 (current SC and previous SC releases) e.g. as of May 2025, 45.2 and 44.10
- **End of Life Version**
  - Version older than minimum supported version will continue to function
  - EOL occurs 10 months after release date. Once EOL occurs the user must update before they can use the app (join meetings, make calls, send messages etc)
  - Webex app version for mobile typically goes EOL after 6 months

See <https://help.webex.com/en-us/article/ne3khsn/Webex-App-support-policy>



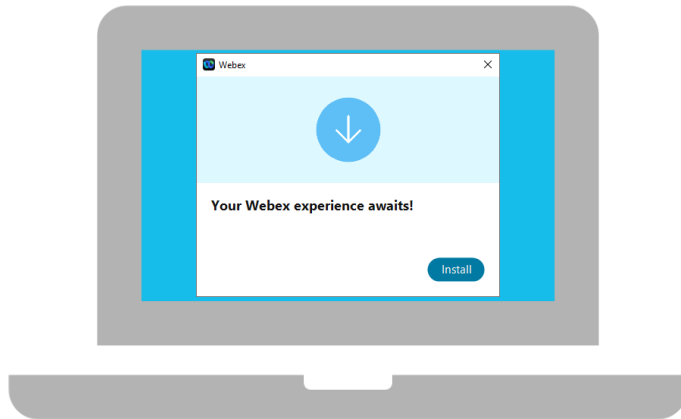
User warning 30 days before EOL



User message when EOL is reached

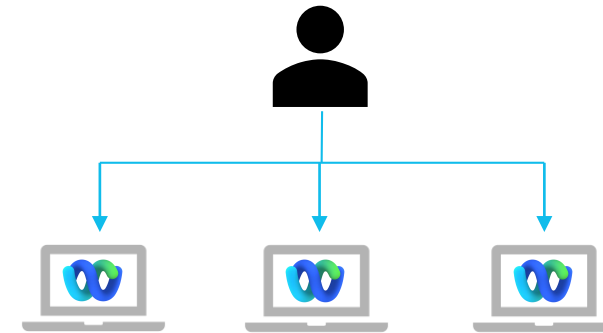
# Webex App for Windows

## User Install



- User downloads the .exe installer from Webex.com
- Runs the installer
- Webex App is installed to **USER PROFILE**  
C:\users\*userID*\AppData\Local\CiscoSparkLauncher
- Admin permissions **NOT** required

## Admin Install



- Admin installs the Webex App msi installer to Windows machines via deployment tool (e.g. SCCM)
  - `msiexec /i webex.msi ALLUSERS=1 /quiet`
- Webex App installed to **C:\Program Files\Cisco Spark\**
- Admin permissions required

# Webex App for Windows Installation

- Installer switches can be set to configure the first time experience as well as enabling Outlook integration

Switch	Purpose
ALLUSERS=1	Admin install to C:\Program Files\Cisco Spark\
ACCEPT_EULA=true	Automatically accept EULA so user does not have to
AUTOSTART_WITH_WINDOWS=true	App auto starts on Windows login. User cannot change within the app
DEFAULT_THEME="Light"	Sets theme to light. User can set their preference in the app
DELETEUSERDATA=1	Removes all existing cache if app is already installed
EMAIL=\$mail	Prepopulates the Webex App with user email for login (retrieved from AD). Restricts access to the app current Windows user only
ENABLEOUTLOOKINTEGRATION=1	Enables Outlook integration at install time (registry key). Admin permissions required. On by default

# Example Webex App for Windows Installation

## Example Installation

```
msiexec /i Webex.msi ALLUSERS=1 ACCEPT_EULA=true AUTOSTART_WITH_WINDOWS=true  
EMAIL=$mail /quiet
```

- Webex App autostarts with Windows login ✓
- User email is automatically populated ✓
- EULA is accepted ✓
- The next step: Authentication

# Update Management Setting

- Webex App for desktop software update cadence is set in Control Hub
  - Default is monthly
  - Admin can set a deferral up to 4 weeks
- Organizations can request that Slow channel option is enabled (Only available upon request)
  - Released every 4 months
- Software update cadence is an org wide setting. Individual users update cadence can be overridden

Recurring software updates for Webex app

Update automatically with every new version or schedule updates by cadence and deferral. ⓘ  
[Learn more](#)

**Current version:** June-2025  
**Updated on:** 04/06/2025  
[Download Webex builds](#)

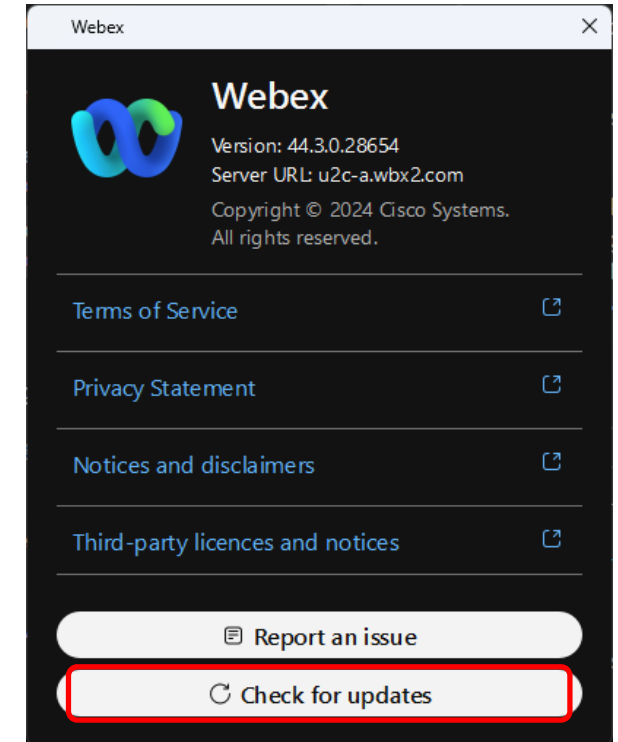
Automatic updates (Controlled by Cisco)  
 Custom scheduled updates with deferrals

Cadence ⓘ      Deferral ⓘ

Latest      4 weeks

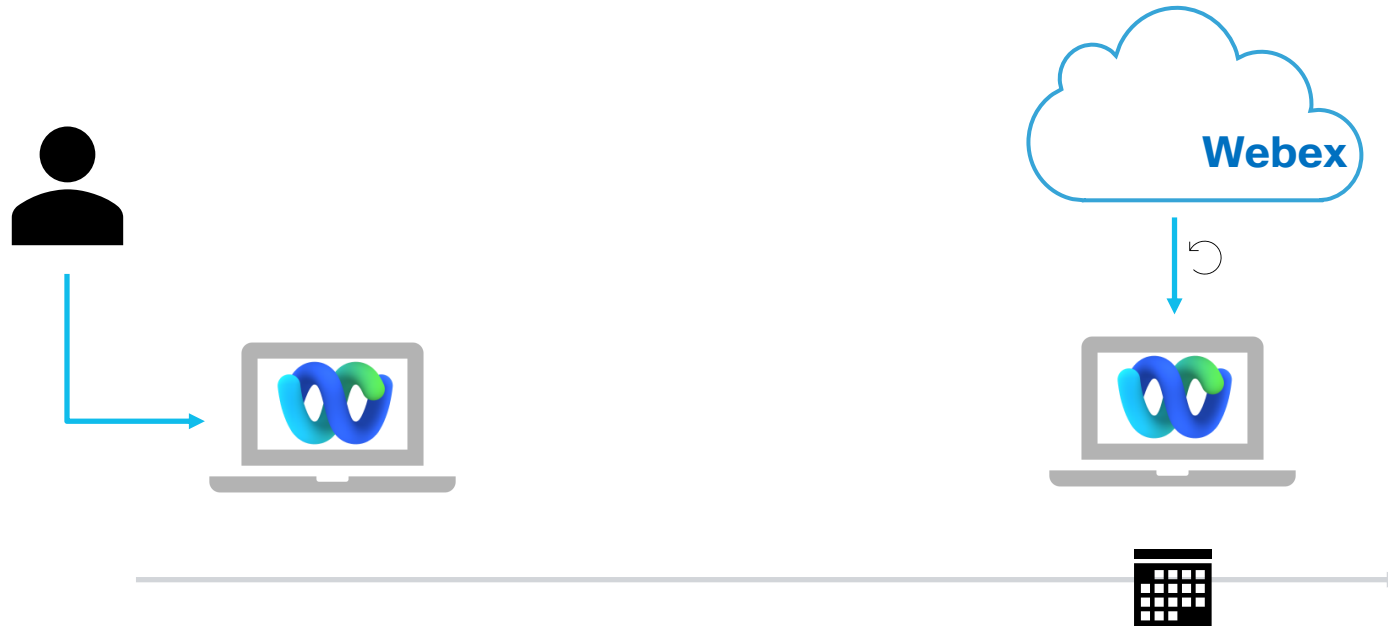
Critical patches are automatically applied. They're outside the scope of normal updates and aren't managed by these settings.

📅 The next scheduled update is on 01/07/2025 to version July-2025.



User can trigger an available update from the help menu or from the login screen (User cannot bypass organization update settings)

# Windows App for Windows Update Process



## First time admin install

- `msiexec /i webex.msi ALLUSERS=1 /quiet`
- Webex App installed to “C:\Program Files\Cisco Spark”
- **CiscoCollabHost.exe** is the main Webex binary running from C:\Program Files\Cisco Spark\

## Auto Update

- Webex App downloads update from webex.com
- Update package written to the user profile `C:\users\userID\appdata\local\CiscoSparkLauncher\`
- The main Webex binary **continues to be CiscoCollabHost.exe running from C:\Program Files\Cisco Spark\** (the original install)
- The auto update process does not reinstall the app – it’s simply an update package downloaded to the %appdata% directory, that is loaded at runtime by CiscoCollabHost.exe
- **No admin permissions are required to autoupdate**

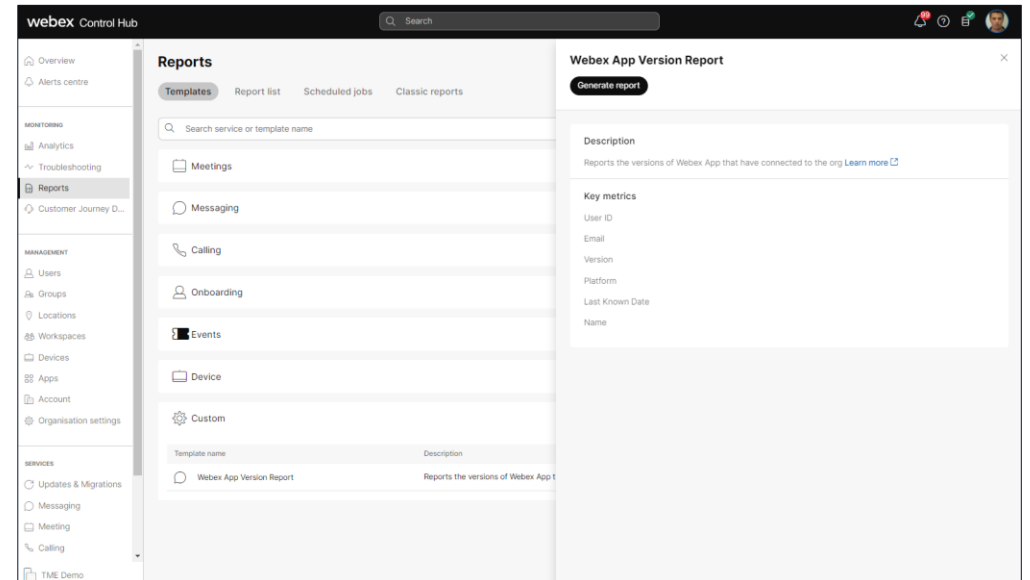
# Webex App Version Inventory

## Windows Software Inventory

- Windows software inventory tools typically retrieve the installed app version from a registry key
- Webex App will only write to the registry at first time install
- **Software inventory tools may report the first time install version of Webex App (not the active version based on automatic update)**
- The latest app version on a Windows machine is written to `C:\users\userID\appdata\local\CiscoSparkLauncher\version.txt`
- Software inventory tools can use this file to determine latest active version of Webex App on the machine

## Control Hub Reports

- Create a Report to retrieve the versions of Webex App active in the organization
- Report can be customized to display specific details
- Report will detail users/versions who have connected to the Webex org



# Website Shortcuts

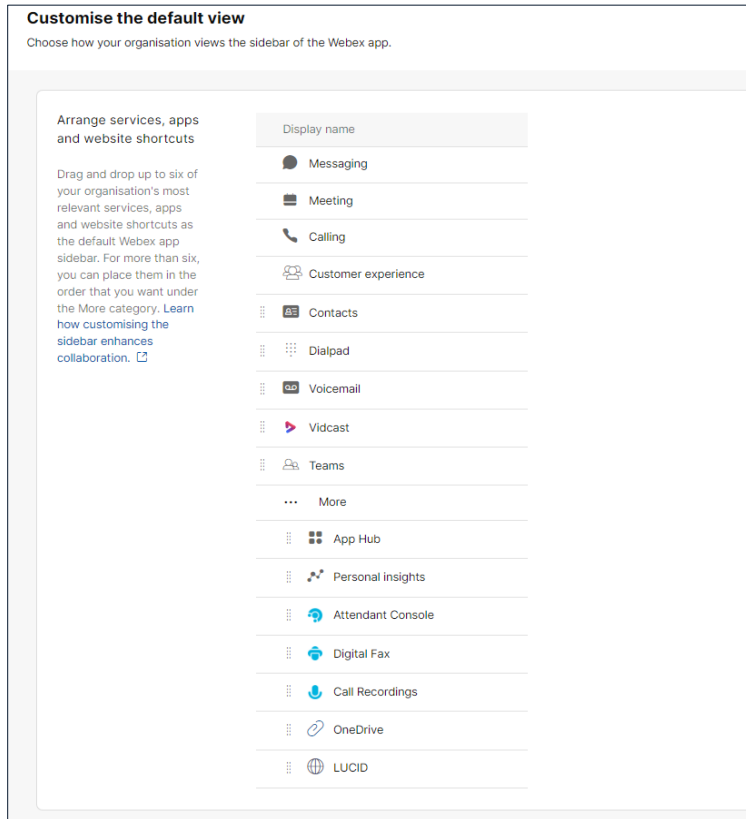
The screenshot shows the 'Apps' configuration page in Cisco Webex. The 'Website shortcuts' section is highlighted, showing a table of configured shortcuts. The table has columns for 'Display name', 'URL', and 'Access'. Below the table is an 'Add website shortcut' button.

Display name	URL	Access
Attendant Console	https://ac.wbx.imagicle.cloud/	Selected groups
Digital Fax	https://wxc-cisco-public.ima...	Selected groups
Call Recordings	https://wxc-cisco-public.ima...	Selected groups
OneDrive	https://tmedemo-my.sharepo...	All users
LUCID	https://lucid.app/lucidspark/b...	All users

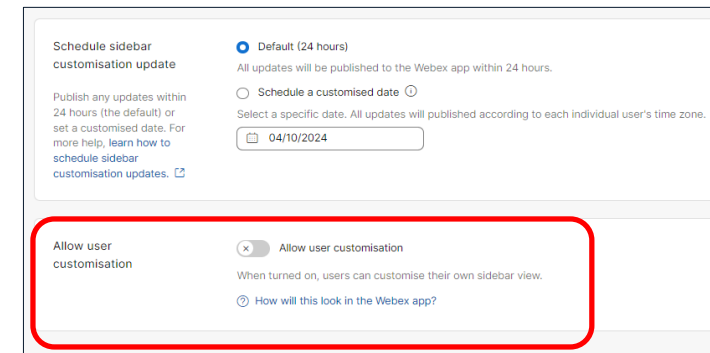
- Website shortcuts is a feature that allows admin embed Cisco and 3<sup>rd</sup> party web applications into the left hand sidebar of the Webex App
- Admin can create a shortcut in Control Hub and publish to Webex App users at org and group levels
- Create and deploy up to six Website shortcuts for the Webex App
- **NEW:** Admin controls to customize how the side bar is ordered

The screenshot shows a button labeled 'Webex sidebar customisation' with the text 'Customise your organisation's Webex sidebar by displaying relevant services and apps, co-brand logos and more.' and a sub-button 'Customise the default view'.

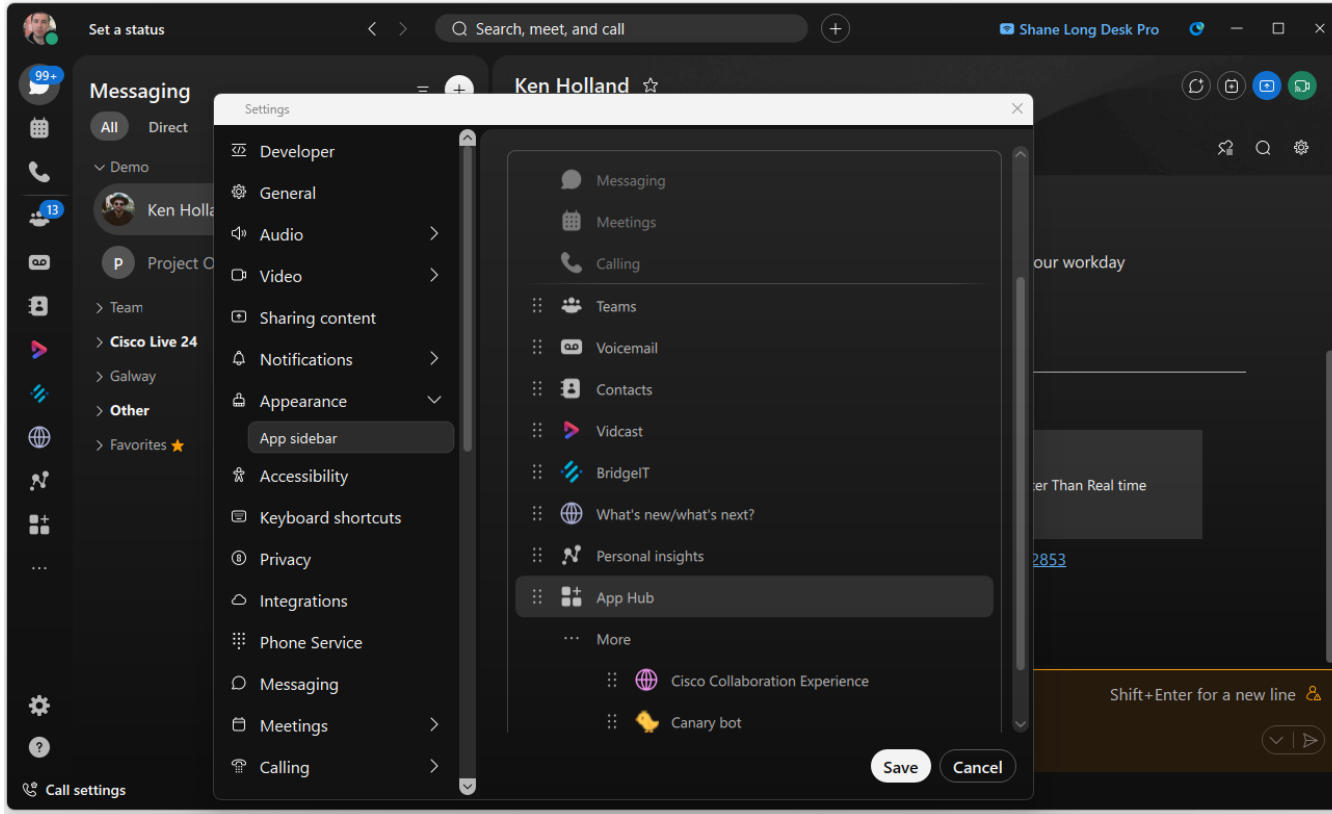
# Sidebar Customization – Control Hub Admin



- Control Hub Admin can customize the layout of the Webex App sidebar
- Tabs can be dragged to the preferred location in the list and will be displayed as such.
- Apps can be moved into “More” section and will be displayed as such in Webex App
- Messaging, Meetings, Calling and Customer Experience tabs are controlled by licensing and cannot be moved using this tool
- Sidebar customization can be locked so the enduser cannot change admin settings



# Sidebar Customization - Enduser



- Webex App enduser can customize their sidebar from the Appearance menu (if enabled by CH admin)
- User can drag and drop sidebar tabs to their desired location
- If the user is enabled for Vidcast, a Vidcast tab will be available
- The user cannot change the order of Messaging, Meetings, Calling or Customer Experience tabs – these are set by the admin via licensing
- Available on Windows and Mac

# Admin Experience Feedback Welcome

**Webex Insider**

Powered by Cisco Insider

Form the Future of Webex

Participate in our continuous  
research and feedback program



Already part of the Cisco Insider Program?  
Expand your reach by joining the collaboration track



Cisco Confidential

# Jabber Strategy



# Jabber Strategy

- Committed to long-term support for on-premises and air-gapped deployments
- Deliver Essential Media AI intelligence to enhance audio/video experiences
- Unified CMS meeting experience with the CMS web client
- Deliver regulatory compliance features
- Maintain compatibility with new versions of Cisco UC backend applications
- Ensure compatibility with new versions of device hardware and operating systems

## **IMPORTANT**

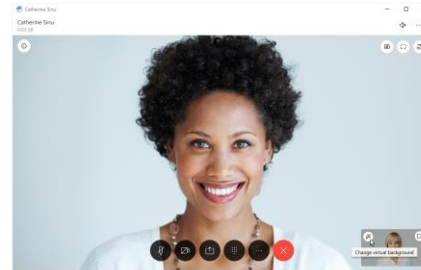
- It is still recommended to update to the Webex App where possible
- Webex App delivers a richer and more modern experience
- Webex App delivers a path to Webex Calling Multitenant

# Jabber Release 15.1 April '25

Subject to change

## Devices and OS

- Honeywell EDA57
- Samsung Xcover 7



## User Experience

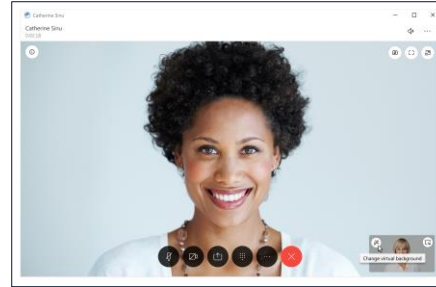
- Windows: Blur video background
- Option to disable DND presence
- Android: Option to disable FTE

## Security & Stability

- FIPS 140-3
- Common Criteria
- HTTP 2 support
- Quality Improvements

# Jabber Future Roadmap 2H CY25 +

Subject to change



2H CY25

## 15.2

- New versions of device hardware and OS
- CMS meeting unmute by host behavior
- Federal certifications: FIPS, Common Criteria, DoD APL
- Security Improvements

1H CY26

## 15.3

- Unified meeting experience
- Mac/Mobile: Blur video background
- Video background replacement
- Noise removal

2H CY26

## 15.4

- Closed captions
- New versions of device hardware and OS
- Federal certifications: FIPS, Common Criteria, DoD APL

# Complete your session evaluations



**Complete** a minimum of 4 session surveys and the Overall Event Survey to be entered in a drawing to win 1 of 5 full conference passes to Cisco Live 2026.



**Earn** 100 points per survey completed and compete on the Cisco Live Challenge leaderboard.



**Level up** and earn exclusive prizes!



**Complete your surveys** in the Cisco Live mobile app.

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**Book** your one-on-one Meet the Engineer meeting



**Attend** the interactive education with DevNet, Capture the Flag, and Walk-in Labs



**Visit** the On-Demand Library for more sessions at [www.CiscoLive.com/on-demand](https://www.CiscoLive.com/on-demand)

**Contact me at:** [shalong@cisco.com](mailto:shalong@cisco.com)

**Thank you**

**CISCO** Live !

